

THE NCSTM
The National Citizen SurveyTM

Somerset, MA
Community Livability Report

2017



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Leaders at the Core of Better Communities

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The National Citizen Survey™
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The NCS™ is presented by NRC in collaboration with ICMA.

NRC is a charter member of the AAPOR Transparency Initiative, providing clear disclosure of our sound and ethical survey research practices.

About

The National Citizen Survey™ (The NCS) report is about the “livability” of Somerset. The phrase “livable community” is used here to evoke a place that is not simply habitable, but that is desirable. It is not only where people do live, but where they want to live.

Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. The NCS captures residents’ opinions within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement).

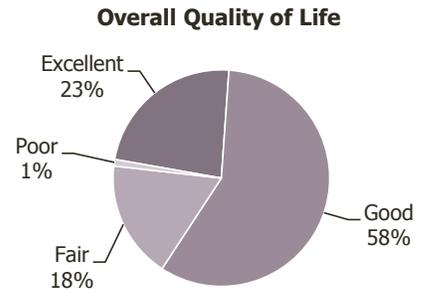
The Community Livability Report provides the opinions of a representative sample of 543 residents of the Town of Somerset. The margin of error around any reported percentage is 4% for all respondents. The full description of methods used to garner these opinions can be found in the *Technical Appendices* provided under separate cover.



Quality of Life in Somerset

Most residents rated the quality of life in Somerset as excellent or good. This rating was similar to the national benchmark (see Appendix B of the *Technical Appendices* provided under separate cover).

Shown below are the eight facets of community. The color of each community facet summarizes how residents rated it across the three sections of the survey that represent the pillars of a community – Community Characteristics, Governance and Participation. When most ratings across the three pillars were higher than the benchmark, the color for that facet is the darkest shade; when most ratings were lower than the benchmark, the color is the lightest shade. A mix of ratings (higher and lower than the benchmark) results in a color between the extremes.



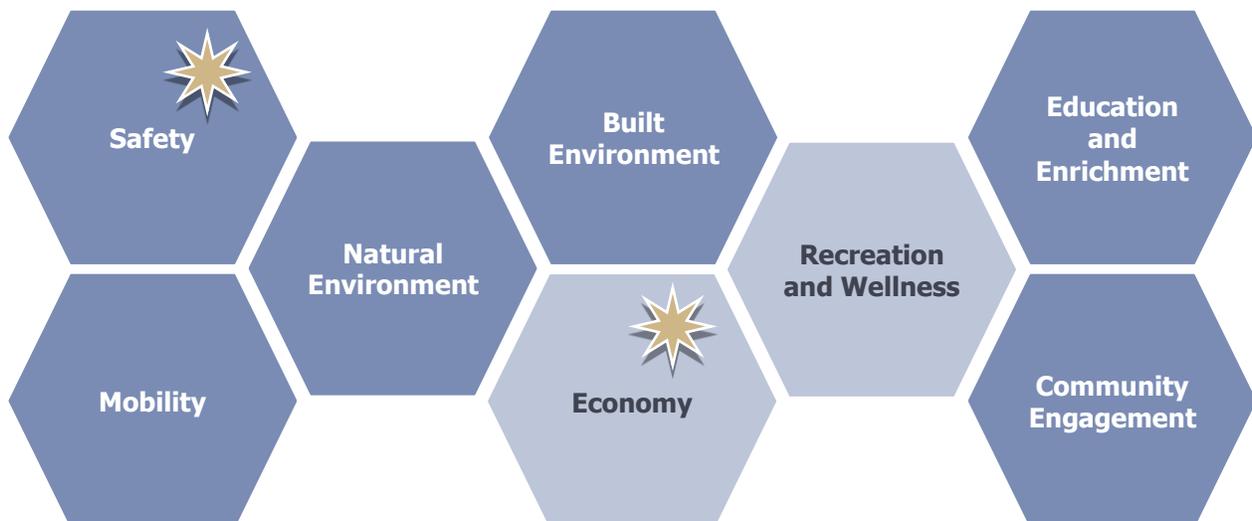
In addition to a summary of ratings, the image below includes one or more stars to indicate which community facets were the most important focus areas for the community. Residents identified Safety and Economy as priorities for the Somerset community in the coming two years. Ratings for Economy and Recreation and Wellness were lower than ratings elsewhere, but all other facets were similar to the national benchmark. This overview of the key aspects of community quality provides a quick summary of where residents see exceptionally strong performance and where performance offers the greatest opportunity for improvement. Linking quality to importance offers community members and leaders a view into the characteristics of the community that matter most and that seem to be working best.

Details that support these findings are contained in the remainder of this Livability Report, starting with the ratings for Community Characteristics, Governance and Participation and ending with results for Somerset’s unique questions.

Legend

- Higher than national benchmark
- Similar to national benchmark
- Lower than national benchmark

★ Most important



Community Characteristics

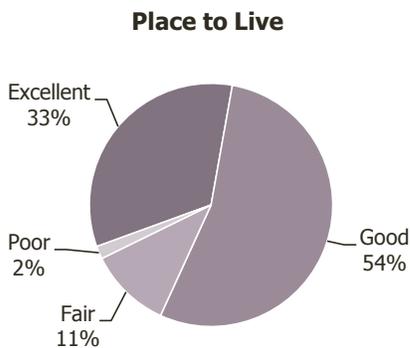
What makes a community livable, attractive and a place where people want to be?

Overall quality of community life represents the natural ambience, services and amenities that make for an attractive community. How residents rate their overall quality of life is an indicator of the overall health of a community. In the case of Somerset, 87% rated the Town as an excellent or good place to live. Respondents' ratings of Somerset as a place to live were similar to those in other communities across the nation.

In addition to rating the Town as a place to live, respondents rated several aspects of community quality including Somerset as a place to raise children and to retire, their neighborhood as a place to live, the overall image or reputation of Somerset and its overall appearance. Ratings for most of these aspects were similar to the national benchmark, with positive ratings from at least 7 in 10 residents. The only exception to this was Somerset as a place to retire which was rated positively by about half of survey participants and was lower than in other communities.

Delving deeper into Community Characteristics, survey respondents rated over 40 features of the community within the eight facets of Community Livability. Overall, residents' ratings for Community Characteristics varied and tended to be similar to or lower than comparison communities.

Almost all respondents gave excellent or good scores to each aspect of Safety. Evaluations of Mobility tended to be more mixed; about 8 in 10 residents gave high marks to ease of travel by car and traffic flow and these ratings were higher than the benchmark. However, measures for availability of paths and walking trails and ease of travel by public transportation were less favorably rated and lower than those seen elsewhere. Residents gave similar ratings for Natural Environment in relation to other community scores.

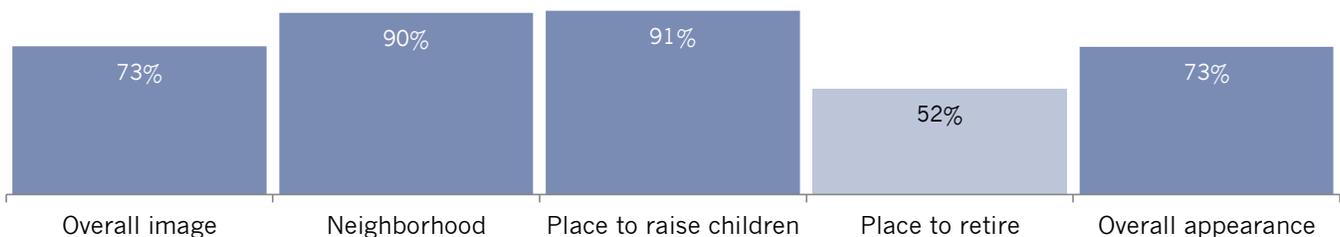


Somerset residents appreciated Education and Enrichment in the community, with about 7 in 10 or more participants giving positive reviews to K-12 education, the availability of affordable quality child care/preschool and to overall education and enrichment opportunities. Ratings for Economy were less strong and most aspects were given favorable marks by less than half of residents and were lower than communities across the country.

Percent rating positively (e.g., excellent/good)

Comparison to national benchmark

■ Higher ■ Similar ■ Lower



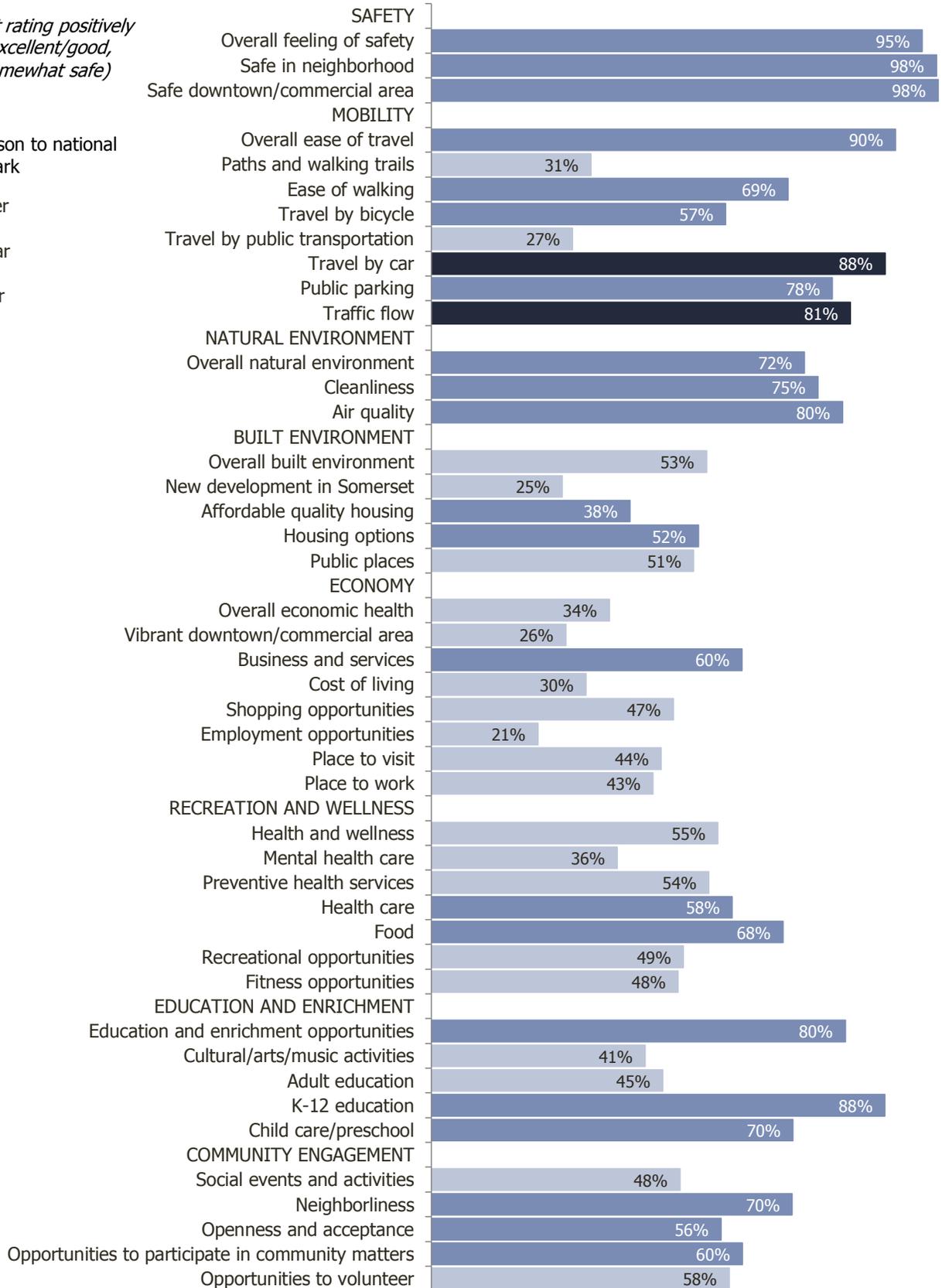
The National Citizen Survey™

Figure 1: Aspects of Community Characteristics

*Percent rating positively
(e.g., excellent/good,
very/somewhat safe)*

Comparison to national
benchmark

- Higher
- Similar
- Lower



Governance

How well does the government of Somerset meet the needs and expectations of its residents?

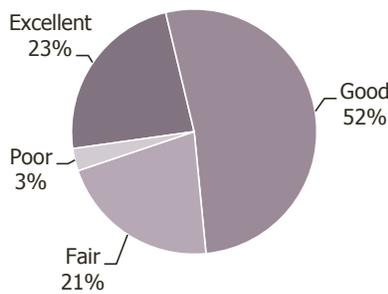
The overall quality of the services provided by Somerset as well as the manner in which these services are provided is a key component of how residents rate their quality of life. About three-quarters of residents rated the overall quality of services provided by the Town of Somerset as excellent or good. Only about two in five gave high marks to the services provided by Federal Government. Both ratings were similar to the national benchmark.

Survey respondents also rated various aspects of Somerset’s leadership and governance. About two in five or more survey participants favorably rated most of these aspects (e.g., value of services for taxes paid, welcoming citizen involvement, being honest and treating all residents fairly) and were rated either similar to or lower than national comparisons. Over 8 in 10 awarded excellent or good scores to the customer service provided by Somerset employees and this measure was evaluated at levels similar to communities nationwide.

Respondents evaluated over 30 individual services and amenities available in Somerset. Police services, crime prevention and traffic signal timing outshined other communities across the nation, receiving excellent or good marks from about 8 in 10 or more residents. Other service evaluated positively by at least 9 in 10 residents included fire, ambulance/EMS, fire prevention, sewer services and public libraries, though these were all similar to the national average.

Participants’ assessments for most other aspects of Governance were similar to comparison communities, though several ratings that lagged behind the national average could be found across aspects of livability, most notably within Mobility, Natural Environment, Economy and Recreation and Wellness.

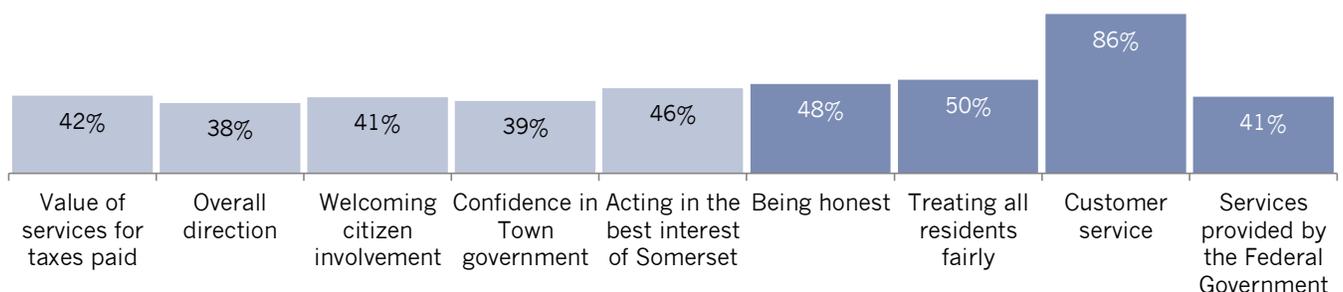
Overall Quality of Town Services



Percent rating positively (e.g., excellent/good)

Comparison to national benchmark

■ Higher ■ Similar ■ Lower



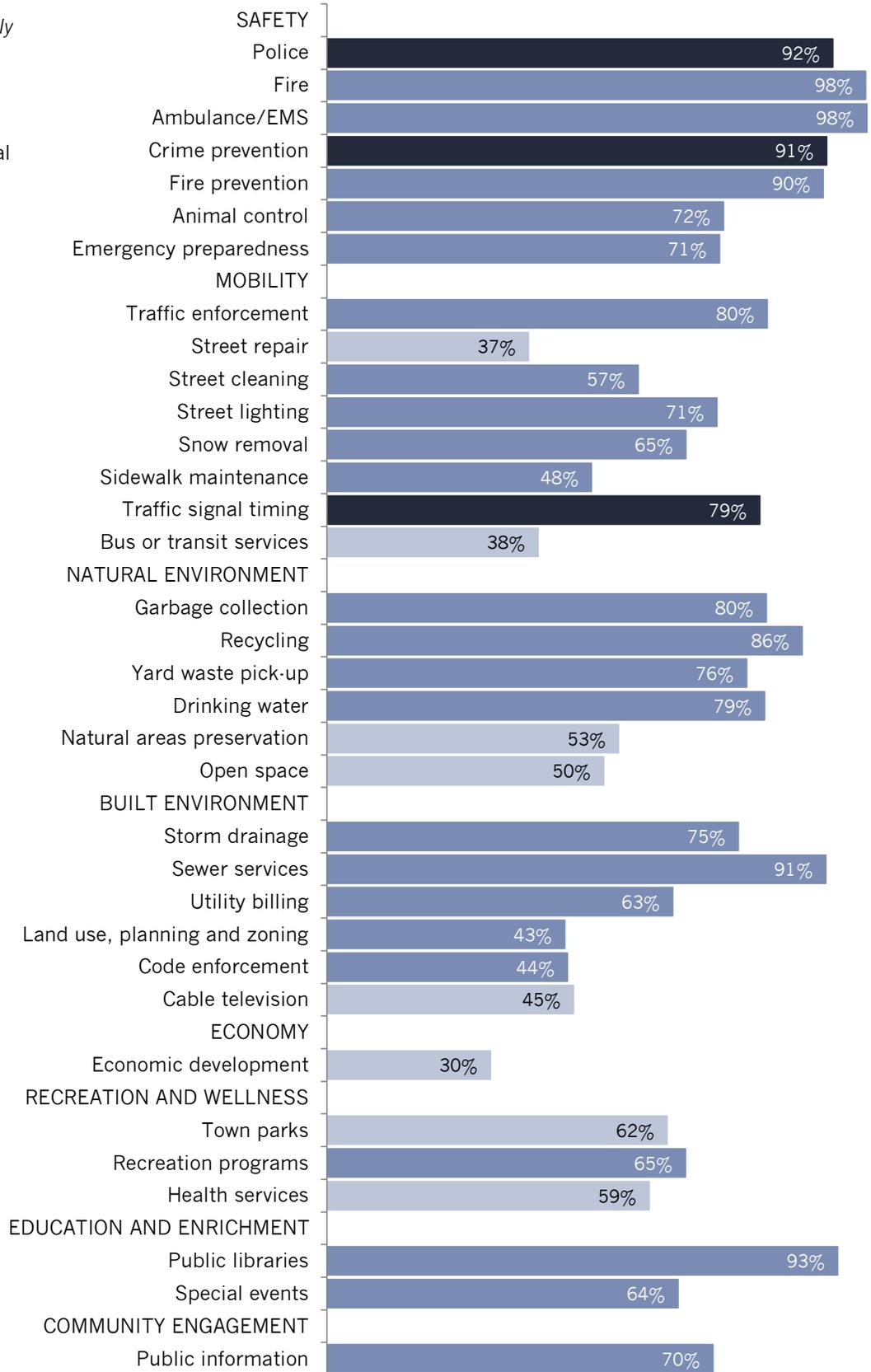
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Figure 2: Aspects of Governance

Percent rating positively
(e.g., excellent/good)

Comparison to national
benchmark

- Higher
- Similar
- Lower



Participation

Are the residents of Somerset connected to the community and each other?

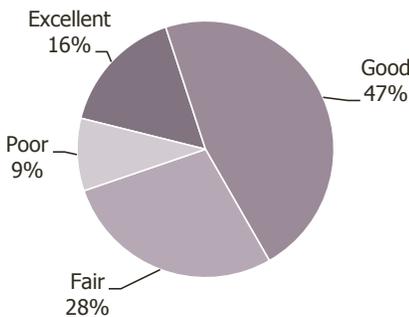
An engaged community harnesses its most valuable resource, its residents. The connections and trust among residents, government, businesses and other organizations help to create a sense of community, a shared sense of membership, belonging and history. Similar to other communities in the U.S., about 6 in 10 of respondents gave excellent or good scores to the sense of community in Somerset.

About 8 in 10 survey respondents indicated they would recommend living in Somerset to someone who asked and planned to remain in the community for the next five years and about half of residents reported they had contacted City employees. These ratings were similar to those reported across the nation.

The survey included over 30 activities and behaviors for which respondents indicated how often they participated in or performed each, if at all. Somerset resident engagement varied; in most cases, rates of Participation were similar to the national average, but there were a few exceptions. Survey respondents had high participation in green initiatives, such as conserving water and recycling; more Somerset residents recycled than did other residents across the country. Residents reported high levels of neighborliness and political and social engagement.

Compared to communities nationwide, Somerset participants were less likely to indicate they had carpooled, visited a Town park or worked in the Town. Respondents were also less optimistic about the economy and its impact on future income compared to the national average.

Sense of Community



*Percent rating positively
(e.g., very/somewhat likely,
yes)*

Comparison to national
benchmark

■ Higher ■ Similar ■ Lower



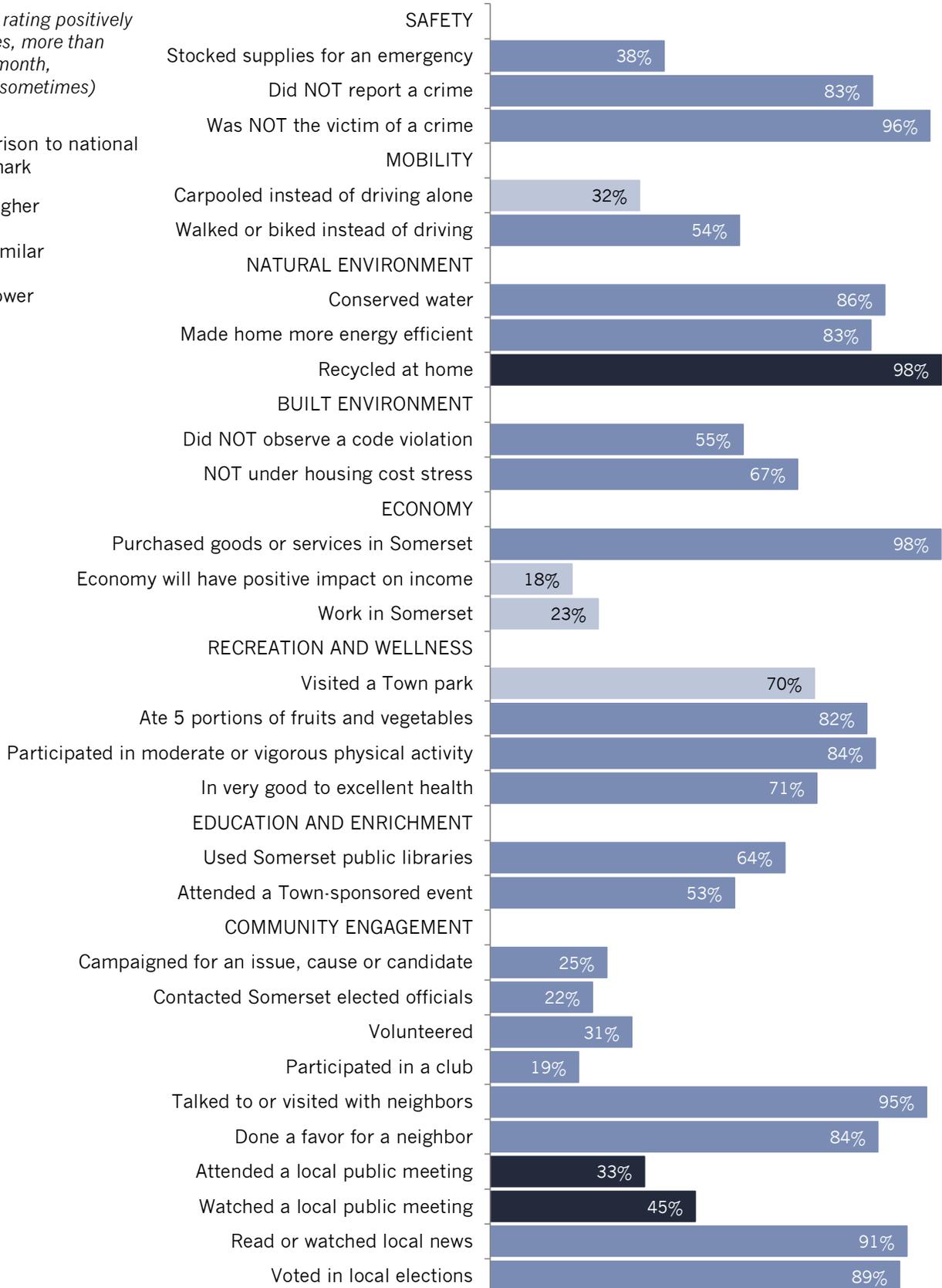
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Figure 3: Aspects of Participation

Percent rating positively
(e.g., yes, more than
once a month,
always/sometimes)

Comparison to national
benchmark

- Higher
- Similar
- Lower



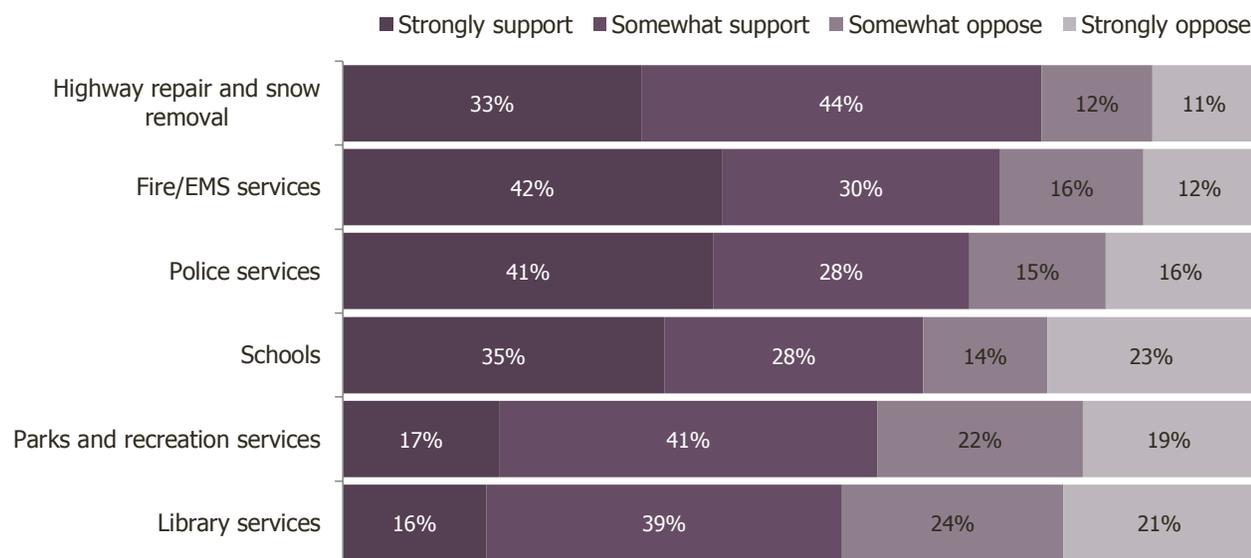
Special Topics

The Town of Somerset included four questions of special interest on The NCS. Town leadership sought to gain insight into residents' level of support for an increase in property taxes to fund services, sources of information about Somerset, frequency of contact with various Town departments and their assessment of that contact overall.

The first question asked residents about their support for a property tax increase to fund various services. About three-quarters would support funding highway repair and snow removal, while slightly fewer supported funding fire/EMS and police services. Residents were on the fence about funding library services with a property tax increase.

Figure 4: Level of Support for Service Funding

Somerset's Brayton Point Power Plant is closing and the Town is faced with difficult choices due to the loss of revenue. To what extent do you support or oppose an increase in property taxes to fund the following services:

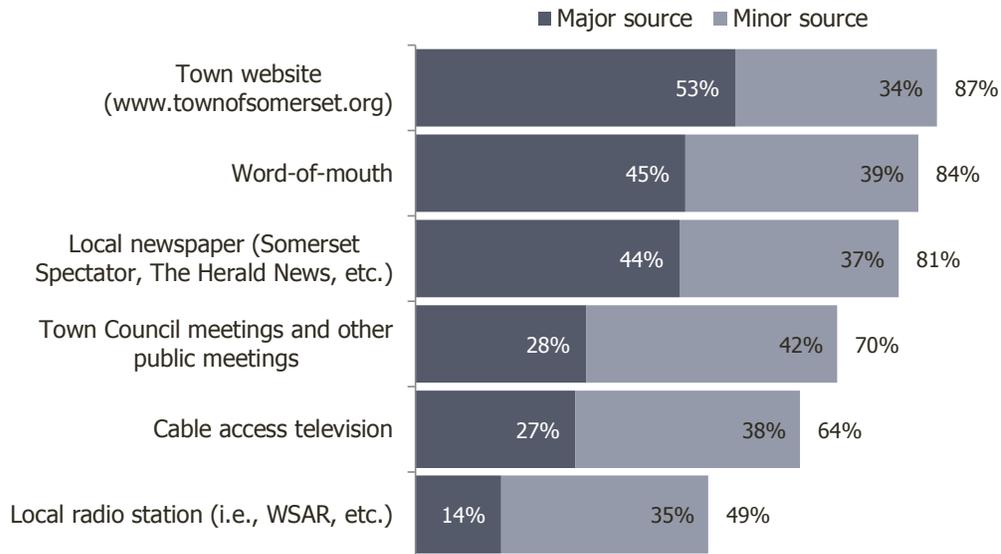


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Town residents indicated their level of reliance on six sources of information about the Town. Around 8 in 10 respondents reported using the Town website, word-of-mouth and the local newspaper as minor or major sources of information. While just 14% indicated they used the local radio station as a major source, it was still utilized as a minor source by about one-third of respondents.

Figure 5: Sources of Information

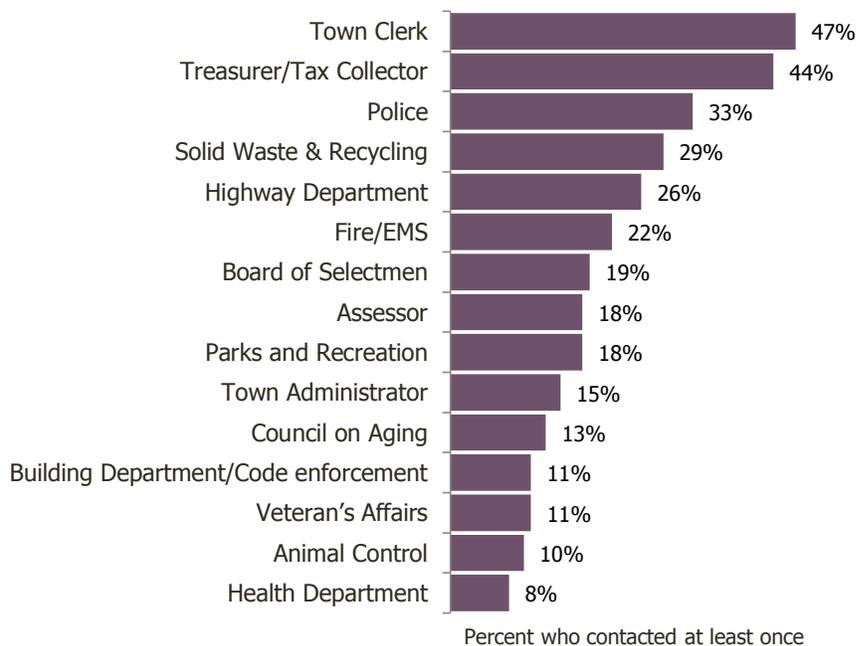
Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about the Town government and its activities, events and services:



About half of respondents indicated they had contacted the Town Clerk at least once in the 12 months prior to the survey and two in five had been in contact with the treasurer/tax collector. Only about 1 in 10 residents reported they had contacted the building department/code enforcement, Veteran’s Affairs, animal control or the health department in the previous 12 months.

Figure 6: City Department Contact

In the last 12 months, about how many times, if at all, have you or other household had in-person, phone or email contact with the following Town offices?

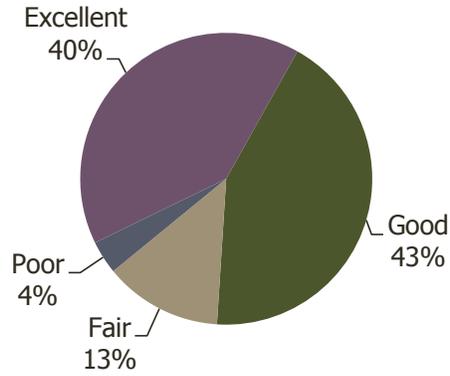


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Of those survey respondents who indicated they had contacted at least one of the Town departments one or more times in the 12 months before the survey administration, about 8 in 10 residents gave excellent or good scores to their overall impression of the employee in their most recent contact. Only 4% assigned poor evaluations to Somerset employees.

Figure 7: Overall Impression of City Employees

What was your overall impression of the employee(s) of Somerset in your most recent contact?



Conclusions

Mobility received mixed reviews and appears to be an area in which residents would like to see improvements.

The facet of Mobility received evaluations on both ends of the spectrum. Overall ease of travel was positively scored by about 9 in 10 residents and roughly 8 in 10 or more gave favorable reviews to the ease of travel by car, traffic flow and traffic signal timing; each of these measures were rated higher than the national average. Alternatively, about one-third or less awarded excellent or good marks to availability of paths and walking trails, ease of travel by public transportation, street repair and bus or transit services, which were evaluated lower than communities elsewhere. Additionally, about one-third of residents reported they had participated in carpooling efforts, which was lower than the national average. Finally, when asked if they would support funding highway repair and snow removal with an increase in property taxes, over three-quarters indicated they would support this investment.

Economy and Safety are priorities for the community.

Residents identified Safety as an important area on which the Town should focus in the coming two years. Nearly all residents indicated that they felt safe in the community overall, as well as feeling safe in the Town's downtown/commercial area and in their neighborhoods; these positive evaluations were reflected in residents' reviews for the overall quality of life in Somerset and the Town as a place to live and raise children. About 9 in 10 respondents positively evaluated fire, ambulance/EMS and fire prevention and were especially pleased with police and crime prevention, as both of these services were higher than ratings given in comparison communities. Additionally, close to 7 in 10 Somerset respondents supported an increase in property taxes to fund fire/EMS and police services.

Survey participants also highlighted Economy as an area of focus for the Town. Nearly all residents had purchased goods in Somerset and were generally pleased with the quality of business and service establishments. However, less than half of respondents have favorable scores to the other Economy-related characteristics and services and residents evaluated these aspects at levels lower than national averages. Respondents were also less likely to work in the Town or feel positively about their economic futures.

Residents are engaged in the civic process and would like to be heard.

Respondents reported higher rates of attending and watching local public meetings than rates around the country and nearly 9 in 10 respondents indicated they read or watched local news and voted in local elections. Residents were also generally pleased with opportunities to participate in community matters and about half felt that the Town government did an excellent or good job at being honest and treating all residents fairly. Conversely, respondents gave lower evaluations than those seen elsewhere to the overall direction of Somerset, the Town welcoming citizen involvement, confidence in the Town government and the Town acting in the best interest of the community. The Town might consider additional efforts to communicate their willingness to involve residents in local government to build trust. Since respondents indicated they relied upon the Town website, word-of-mouth, local newspapers and Town Council meetings and other public meetings for information about the Town, communicating about the decision-making process via these sources could help bolster residents' feelings about being heard in the civic process.

Somerset residents take steps to stay healthy, but would like to see improvements in Recreation and Wellness related services.

About 7 in 10 Somerset residents indicated they were in very good or excellent health and most respondents reported they ate five portions of fruits and vegetables and participated in moderate or vigorous physical activity regularly. However, residents gave lower than average ratings to health and wellness opportunities, recreational and fitness opportunities, the availability of mental health care and preventative health services and health services provided by the Town. Residents also gave less positive evaluations to Town parks, which could explain participants' visitation of community parks at rates below national levels. Finally, a majority of respondents supported increasing property tax rates to fund parks and recreation services and close to 2 in 10 had contacted the Parks and Recreation department at least once in the 12 months prior to the survey, indicating that these services could be an important focus area for the Town.



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Somerset, MA

Dashboard Summary of Findings

2017



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Summary

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. The NCS captures residents’ opinions within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement). This report summarizes Somerset’s performance in the eight facets of community livability with the “General” rating as a summary of results from the overarching questions not shown within any of the eight facets. The “Overall” represents the community pillar in its entirety (the eight facets and general).

By summarizing resident ratings across the eight facets and three pillars of a livable community, a picture of Somerset’s community livability emerges. Below, the color of each community facet summarizes how residents rated each of the pillars that support it – Community Characteristics, Governance and Participation. When most ratings were higher than the benchmark, the color is the darkest shade; when most ratings were lower than the benchmark, the color is the lightest shade. A mix of ratings (higher and lower than the benchmark) results in a color between the extremes.

Ratings for Somerset tended to be strong and similar to the national benchmark. Measures for Economy across all three pillars were lower than comparison communities. The Built Environment within Community Characteristics and Community Engagement within the pillar of Governance saw lower than average ratings compared to communities across the country. Aspects of Recreation and Wellness under Community Characteristics and Governance also received lower evaluations compared to the national benchmark. This information can be helpful in identifying the areas that merit more attention.

Table Figure 1: Dashboard Summary

	Community Characteristics			Governance			Participation		
	Higher	Similar	Lower	Higher	Similar	Lower	Higher	Similar	Lower
Overall	2	27	22	3	28	13	3	26	4
General	0	6	1	0	3	0	0	3	0
Safety	0	3	0	2	5	0	0	3	0
Mobility	2	4	2	1	5	2	0	1	1
Natural Environment	0	3	0	0	4	2	1	2	0
Built Environment	0	2	3	0	5	1	0	2	0
Economy	0	1	7	0	0	1	0	1	2
Recreation and Wellness	0	2	5	0	1	2	0	3	1
Education and Enrichment	0	3	2	0	2	0	0	2	0
Community Engagement	0	3	2	0	3	5	2	9	0

Legend	
	Higher
	Similar
	Lower

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Figure 2: Detailed Dashboard

	Community Characteristics	Benchmark	Percent positive	Governance	Benchmark	Percent positive	Participation	Benchmark	Percent positive
General	Overall appearance	↔	73%	Customer service	↔	86%	Recommend Somerset	↔	79%
	Overall quality of life	↔	81%	Services provided by Somerset	↔	76%	Remain in Somerset	↔	84%
	Place to retire	↓	52%	Services provided by the Federal Government	↔	41%	Contacted Somerset employees	↔	54%
	Place to raise children	↔	91%						
	Place to live	↔	87%						
	Neighborhood	↔	90%						
	Overall image	↔	73%						
Safety	Overall feeling of safety	↔	95%	Police	↑	92%	Was NOT the victim of a crime	↔	96%
	Safe in neighborhood	↔	98%	Crime prevention	↑	91%	Did NOT report a crime	↔	83%
	Safe downtown/commercial area	↔	98%	Fire	↔	98%	Stocked supplies for an emergency	↔	38%
				Fire prevention	↔	90%			
				Ambulance/EMS	↔	98%			
				Emergency preparedness	↔	71%			
Mobility				Animal control	↔	72%			
	Traffic flow	↑	81%	Traffic enforcement	↔	80%	Carpooled instead of driving alone	↓	32%
	Travel by car	↑	88%	Street repair	↓	37%	Walked or biked instead of driving	↔	54%
	Travel by bicycle	↔	57%	Street cleaning	↔	57%			
	Ease of walking	↔	69%	Street lighting	↔	71%			
	Travel by public transportation	↓	27%	Snow removal	↔	65%			
	Overall ease of travel	↔	90%	Sidewalk maintenance	↔	48%			
	Public parking	↔	78%	Traffic signal timing	↑	79%			
Paths and walking trails	↓↓	31%	Bus or transit services	↓	38%				
Natural Environment	Overall natural environment	↔	72%	Garbage collection	↔	80%	Recycled at home	↑	98%
	Air quality	↔	80%	Recycling	↔	86%	Conserved water	↔	86%
	Cleanliness	↔	75%	Yard waste pick-up	↔	76%	Made home more energy efficient	↔	83%
				Drinking water	↔	79%			
				Open space	↓	50%			
Built Environment				Natural areas preservation	↓	53%			
	New development in Somerset	↓↓	25%	Sewer services	↔	91%	NOT experiencing housing cost stress	↔	67%
	Affordable quality housing	↔	38%	Storm drainage	↔	75%	Did NOT observe a code violation	↔	55%
	Housing options	↔	52%	Utility billing	↔	63%			
	Overall built environment	↓	53%	Land use, planning and zoning	↔	43%			
	Public places	↓	51%	Code enforcement	↔	44%			
			Cable television	↓	45%				

Legend

↑↑ Much higher ↑ Higher ↔ Similar ↓ Lower ↓↓ Much lower * Not available

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	Community Characteristics	Benchmark	Percent positive	Governance	Benchmark	Percent positive	Participation	Benchmark	Percent positive
Economy	Overall economic health	↓↓	34%	Economic development	↓↓	30%	Economy will have positive impact on income	↓	18%
	Shopping opportunities	↓	47%				Purchased goods or services in Somerset	↔	98%
	Employment opportunities	↓	21%				Work in Somerset	↓	23%
	Place to visit	↓	44%						
	Cost of living	↓	30%						
	Vibrant downtown/commercial area	↓↓	26%						
	Place to work	↓	43%						
	Business and services	↔	60%						
Recreation and Wellness	Fitness opportunities	↓↓	48%	Town parks	↓	62%	In very good to excellent health	↔	71%
	Recreational opportunities	↓	49%	Recreation programs	↔	65%	Visited a Town park	↓	70%
	Health care	↔	58%	Health services	↓	59%	Ate 5 portions of fruits and vegetables	↔	82%
	Food	↔	68%				Participated in moderate or vigorous physical activity	↔	84%
	Mental health care	↓	36%						
	Health and wellness	↓	55%						
	Preventive health services	↓	54%						
Education and Enrichment	K-12 education	↔	88%	Public libraries	↔	93%	Used Somerset public libraries	↔	64%
	Cultural/arts/music activities	↓	41%	Special events	↔	64%	Attended a Town-sponsored event	↔	53%
	Child care/preschool	↔	70%						
	Adult education	↓	45%						
	Overall education and enrichment	↔	80%						
Community Engagement	Opportunities to participate in community matters	↔	60%	Public information	↔	70%	Sense of community	↔	63%
	Opportunities to volunteer	↓	58%	Overall direction	↓	38%	Voted in local elections	↔	89%
	Openness and acceptance	↔	56%	Value of services for taxes paid	↓	42%	Talked to or visited with neighbors	↔	95%
	Social events and activities	↓	48%	Welcoming citizen involvement	↓	41%	Attended a local public meeting	↑	33%
	Neighborliness	↔	70%	Confidence in Town government	↓	39%	Watched a local public meeting	↑	45%
				Acting in the best interest of Somerset	↓	46%	Volunteered	↔	31%
				Being honest	↔	48%	Participated in a club	↔	19%
				Treating all residents fairly	↔	50%	Campaigned for an issue, cause or candidate	↔	25%
							Contacted Somerset elected officials	↔	22%
							Read or watched local news	↔	91%
						Done a favor for a neighbor	↔	84%	

Legend

↑↑ Much higher ↑ Higher ↔ Similar ↓ Lower ↓↓ Much lower * Not available



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Technical Appendices

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NRC is a charter member of the AAPOR Transparency Initiative, providing clear disclosure of our sound and ethical survey research practices.

Appendix A: Complete Survey Responses

Responses excluding “don’t know”

The following pages contain a complete set of responses to each question on the survey, excluding the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Table 1: Question 1

Please rate each of the following aspects of quality of life in Somerset:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Somerset as a place to live	33%	N=179	54%	N=290	11%	N=59	2%	N=9	100%	N=537
Your neighborhood as a place to live	45%	N=245	44%	N=239	9%	N=49	1%	N=6	100%	N=540
Somerset as a place to raise children	44%	N=228	47%	N=242	8%	N=40	2%	N=8	100%	N=518
Somerset as a place to work	12%	N=46	31%	N=118	33%	N=124	25%	N=94	100%	N=382
Somerset as a place to visit	13%	N=69	31%	N=160	34%	N=174	22%	N=111	100%	N=514
Somerset as a place to retire	22%	N=111	30%	N=146	28%	N=137	20%	N=99	100%	N=494
The overall quality of life in Somerset	23%	N=125	58%	N=311	18%	N=94	1%	N=5	100%	N=536

Table 2: Question 2

Please rate each of the following characteristics as they relate to Somerset as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety in Somerset	47%	N=247	48%	N=255	4%	N=22	1%	N=4	100%	N=529
Overall ease of getting to the places you usually have to visit	39%	N=205	51%	N=266	9%	N=46	1%	N=8	100%	N=525
Quality of overall natural environment in Somerset	26%	N=135	47%	N=245	23%	N=122	5%	N=24	100%	N=527
Overall "built environment" of Somerset (including overall design, buildings, parks and transportation systems)	9%	N=47	44%	N=233	35%	N=183	12%	N=63	100%	N=526
Health and wellness opportunities in Somerset	9%	N=42	47%	N=220	36%	N=172	8%	N=39	100%	N=471
Overall opportunities for education and enrichment	31%	N=152	49%	N=237	15%	N=73	5%	N=24	100%	N=485
Overall economic health of Somerset	4%	N=21	30%	N=151	43%	N=212	23%	N=115	100%	N=498
Sense of community	16%	N=83	47%	N=241	28%	N=145	9%	N=47	100%	N=516
Overall image or reputation of Somerset	18%	N=96	55%	N=285	20%	N=107	6%	N=34	100%	N=522

Table 3: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
	%	N	%	N	%	N	%	N	%	N
Recommend living in Somerset to someone who asks	40%	N=209	39%	N=201	12%	N=62	10%	N=50	100%	N=522
Remain in Somerset for the next five years	56%	N=289	27%	N=141	9%	N=45	8%	N=39	100%	N=514

Table 4: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
In your neighborhood during the day	79%	N=415	19%	N=100	1%	N=7	1%	N=4	0%	N=1	100%	N=527
In Somerset's downtown/commercial area during the day	75%	N=391	23%	N=122	2%	N=8	0%	N=2	0%	N=0	100%	N=524

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Table 5: Question 5

Please rate each of the following characteristics as they relate to Somerset as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Traffic flow on major streets	19%	N=97	62%	N=320	13%	N=69	6%	N=29	100%	N=515
Ease of public parking	19%	N=95	59%	N=291	18%	N=89	5%	N=23	100%	N=497
Ease of travel by car in Somerset	31%	N=158	57%	N=290	11%	N=54	2%	N=9	100%	N=510
Ease of travel by public transportation in Somerset	7%	N=17	21%	N=52	23%	N=58	50%	N=125	100%	N=252
Ease of travel by bicycle in Somerset	12%	N=49	45%	N=175	30%	N=118	13%	N=51	100%	N=392
Ease of walking in Somerset	21%	N=106	48%	N=241	23%	N=115	8%	N=41	100%	N=504
Availability of paths and walking trails	8%	N=34	23%	N=99	37%	N=158	33%	N=141	100%	N=431
Air quality	16%	N=79	64%	N=318	17%	N=85	4%	N=18	100%	N=499
Cleanliness of Somerset	15%	N=76	60%	N=307	20%	N=103	5%	N=27	100%	N=512
Overall appearance of Somerset	16%	N=82	57%	N=291	22%	N=113	5%	N=26	100%	N=513
Public places where people want to spend time	11%	N=54	40%	N=198	34%	N=171	15%	N=73	100%	N=497
Variety of housing options	10%	N=44	42%	N=193	35%	N=161	13%	N=61	100%	N=458
Availability of affordable quality housing	6%	N=25	33%	N=137	41%	N=171	21%	N=88	100%	N=420
Fitness opportunities (including exercise classes and paths or trails, etc.)	6%	N=29	41%	N=190	33%	N=153	19%	N=87	100%	N=458
Recreational opportunities	8%	N=40	40%	N=192	39%	N=187	12%	N=58	100%	N=477
Availability of affordable quality food	18%	N=91	50%	N=260	23%	N=118	9%	N=46	100%	N=515
Availability of affordable quality health care	9%	N=36	50%	N=208	30%	N=125	12%	N=51	100%	N=420
Availability of preventive health services	7%	N=28	47%	N=189	32%	N=130	14%	N=58	100%	N=405
Availability of affordable quality mental health care	5%	N=12	31%	N=86	28%	N=77	36%	N=98	100%	N=273

Table 6: Question 6

Please rate each of the following characteristics as they relate to Somerset as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Availability of affordable quality child care/preschool	25%	N=82	45%	N=146	24%	N=77	6%	N=21	100%	N=326
K-12 education	42%	N=175	46%	N=193	9%	N=37	3%	N=15	100%	N=420
Adult educational opportunities	11%	N=32	33%	N=95	29%	N=84	26%	N=74	100%	N=286
Opportunities to attend cultural/arts/music activities	6%	N=28	35%	N=151	35%	N=153	23%	N=101	100%	N=433
Employment opportunities	1%	N=3	20%	N=69	37%	N=131	42%	N=148	100%	N=351
Shopping opportunities	9%	N=44	38%	N=193	36%	N=180	18%	N=89	100%	N=505
Cost of living in Somerset	3%	N=14	27%	N=137	47%	N=238	23%	N=116	100%	N=506
Overall quality of business and service establishments in Somerset	10%	N=53	50%	N=250	32%	N=164	7%	N=38	100%	N=503
Vibrant downtown/commercial area	3%	N=13	23%	N=118	39%	N=194	35%	N=178	100%	N=502
Overall quality of new development in Somerset	3%	N=13	22%	N=104	37%	N=170	38%	N=175	100%	N=462
Opportunities to participate in social events and activities	8%	N=35	40%	N=176	33%	N=145	19%	N=83	100%	N=438
Opportunities to volunteer	10%	N=34	48%	N=174	32%	N=114	11%	N=39	100%	N=362
Opportunities to participate in community matters	10%	N=43	50%	N=213	29%	N=122	11%	N=47	100%	N=425
Openness and acceptance of the community toward people of diverse backgrounds	11%	N=46	45%	N=187	29%	N=123	14%	N=60	100%	N=416
Neighborliness of residents in Somerset	16%	N=81	53%	N=265	22%	N=111	8%	N=38	100%	N=495

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Table 7: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
	%	N	%	N	%	N
Made efforts to conserve water	14%	N=72	86%	N=434	100%	N=507
Made efforts to make your home more energy efficient	17%	N=87	83%	N=418	100%	N=505
Observed a code violation or other hazard in Somerset (weeds, abandoned buildings, etc.)	55%	N=276	45%	N=227	100%	N=503
Household member was a victim of a crime in Somerset	96%	N=485	4%	N=23	100%	N=507
Reported a crime to the police in Somerset	83%	N=421	17%	N=86	100%	N=507
Stocked supplies in preparation for an emergency	62%	N=314	38%	N=190	100%	N=504
Campaigned or advocated for an issue, cause or candidate	75%	N=379	25%	N=128	100%	N=508
Contacted the Town of Somerset (in-person, phone, email or web) for help or information	46%	N=236	54%	N=272	100%	N=508
Contacted Somerset elected officials (in-person, phone, email or web) to express your opinion	78%	N=396	22%	N=113	100%	N=509

Table 8: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Somerset?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Visited a neighborhood park or Town park	13%	N=64	19%	N=95	39%	N=195	30%	N=149	100%	N=503
Used Somerset public libraries or their services	9%	N=44	16%	N=81	39%	N=196	36%	N=180	100%	N=501
Attended a Town-sponsored event	2%	N=9	3%	N=16	48%	N=240	47%	N=234	100%	N=498
Carpooled with other adults or children instead of driving alone	9%	N=46	13%	N=68	10%	N=49	68%	N=339	100%	N=502
Walked or biked instead of driving	13%	N=64	15%	N=74	27%	N=135	46%	N=230	100%	N=502
Volunteered your time to some group/activity in Somerset	5%	N=23	7%	N=38	19%	N=94	69%	N=348	100%	N=503
Participated in a club	4%	N=21	5%	N=27	10%	N=48	81%	N=401	100%	N=496
Talked to or visited with your immediate neighbors	43%	N=215	31%	N=158	21%	N=103	5%	N=26	100%	N=503
Done a favor for a neighbor	16%	N=79	22%	N=112	46%	N=232	16%	N=79	100%	N=503

Table 9: Question 9

Thinking about local public meetings (of local elected officials like Town Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Attended a local public meeting	1%	N=7	2%	N=11	30%	N=144	67%	N=321	100%	N=483
Watched (online or on television) a local public meeting	4%	N=21	10%	N=50	30%	N=152	55%	N=278	100%	N=501

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Table 10: Question 10

Please rate the quality of each of the following services in Somerset:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Police/Sheriff services	61%	N=286	30%	N=142	4%	N=20	4%	N=17	100%	N=466
Fire services	68%	N=305	30%	N=132	2%	N=9	0%	N=1	100%	N=446
Ambulance or emergency medical services	70%	N=304	28%	N=121	2%	N=7	0%	N=2	100%	N=433
Crime prevention	45%	N=198	46%	N=204	6%	N=26	3%	N=14	100%	N=443
Fire prevention and education	45%	N=171	45%	N=170	9%	N=33	1%	N=5	100%	N=378
Traffic enforcement	35%	N=161	45%	N=206	12%	N=56	8%	N=36	100%	N=460
Street repair	9%	N=44	27%	N=130	34%	N=161	30%	N=141	100%	N=476
Street cleaning	15%	N=73	41%	N=198	27%	N=132	16%	N=77	100%	N=479
Street lighting	17%	N=80	54%	N=263	23%	N=111	6%	N=30	100%	N=484
Snow removal	22%	N=104	44%	N=210	23%	N=113	11%	N=55	100%	N=482
Sidewalk maintenance	13%	N=57	35%	N=151	29%	N=124	23%	N=101	100%	N=434
Traffic signal timing	18%	N=85	61%	N=291	16%	N=78	5%	N=24	100%	N=479
Bus or transit services	11%	N=24	28%	N=62	26%	N=58	36%	N=80	100%	N=223
Garbage collection	27%	N=130	53%	N=254	15%	N=70	6%	N=27	100%	N=482
Recycling	34%	N=162	53%	N=252	10%	N=46	4%	N=19	100%	N=480
Yard waste pick-up	26%	N=119	50%	N=233	17%	N=79	7%	N=31	100%	N=462
Storm drainage	20%	N=89	55%	N=244	20%	N=88	6%	N=25	100%	N=446
Drinking water	26%	N=127	53%	N=255	14%	N=65	7%	N=33	100%	N=481
Sewer services	30%	N=134	61%	N=277	8%	N=37	1%	N=6	100%	N=455
Utility billing	15%	N=68	48%	N=222	28%	N=131	9%	N=41	100%	N=462
Town parks	15%	N=67	47%	N=207	29%	N=128	10%	N=42	100%	N=444
Recreation programs or classes	14%	N=39	51%	N=138	27%	N=74	8%	N=21	100%	N=272
Land use, planning and zoning	8%	N=27	35%	N=110	31%	N=100	25%	N=81	100%	N=317
Code enforcement (weeds, abandoned buildings, etc.)	10%	N=36	33%	N=115	32%	N=112	24%	N=83	100%	N=347
Animal control	16%	N=55	56%	N=191	21%	N=71	7%	N=25	100%	N=342
Economic development	6%	N=23	24%	N=92	35%	N=135	36%	N=138	100%	N=388
Health services	13%	N=46	45%	N=160	29%	N=102	13%	N=45	100%	N=353
Public library services	39%	N=157	54%	N=220	6%	N=24	1%	N=5	100%	N=407
Public information services	16%	N=65	54%	N=217	23%	N=93	7%	N=28	100%	N=403
Cable television	10%	N=45	34%	N=149	26%	N=114	29%	N=125	100%	N=433
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	19%	N=61	53%	N=174	22%	N=72	7%	N=23	100%	N=330
Preservation of natural areas such as open space, farmlands and greenbelts	11%	N=41	42%	N=160	30%	N=113	17%	N=66	100%	N=379
Somerset open space	11%	N=41	40%	N=153	29%	N=113	20%	N=78	100%	N=385
Town-sponsored special events	14%	N=56	49%	N=194	28%	N=111	8%	N=32	100%	N=393
Overall customer service by Somerset employees (police, receptionists, planners, etc.)	32%	N=147	54%	N=249	10%	N=47	4%	N=19	100%	N=462

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Table 11: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Total	
The Town of Somerset	23%	N=110	52%	N=245	21%	N=100	3%	N=14	100%	N=469
The Federal Government	7%	N=32	34%	N=151	40%	N=177	19%	N=84	100%	N=443

Table 12: Question 12

Please rate the following categories of Somerset government performance:	Excellent		Good		Fair		Poor		Total	
The value of services for the taxes paid to Somerset	9%	N=42	33%	N=153	34%	N=160	24%	N=111	100%	N=467
The overall direction that Somerset is taking	6%	N=27	32%	N=145	35%	N=161	27%	N=122	100%	N=454
The job Somerset government does at welcoming citizen involvement	10%	N=38	31%	N=123	38%	N=151	21%	N=81	100%	N=392
Overall confidence in Somerset government	8%	N=36	31%	N=140	41%	N=183	20%	N=92	100%	N=451
Generally acting in the best interest of the community	9%	N=39	37%	N=168	37%	N=165	18%	N=80	100%	N=452
Being honest	11%	N=45	37%	N=157	34%	N=143	17%	N=73	100%	N=418
Treating all residents fairly	12%	N=47	39%	N=161	34%	N=139	16%	N=65	100%	N=412

Table 13: Question 13

Please rate how important, if at all, you think it is for the Somerset community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
Overall feeling of safety in Somerset	57%	N=274	35%	N=167	7%	N=36	1%	N=5	100%	N=482
Overall ease of getting to the places you usually have to visit	22%	N=108	42%	N=199	31%	N=149	5%	N=24	100%	N=479
Quality of overall natural environment in Somerset	34%	N=160	47%	N=222	19%	N=89	1%	N=6	100%	N=478
Overall "built environment" of Somerset (including overall design, buildings, parks and transportation systems)	28%	N=133	46%	N=222	23%	N=109	3%	N=16	100%	N=481
Health and wellness opportunities in Somerset	24%	N=115	40%	N=194	31%	N=147	5%	N=25	100%	N=481
Overall opportunities for education and enrichment	40%	N=191	42%	N=203	15%	N=73	3%	N=13	100%	N=481
Overall economic health of Somerset	64%	N=307	32%	N=154	3%	N=15	1%	N=5	100%	N=481
Sense of community	30%	N=147	50%	N=242	18%	N=85	1%	N=7	100%	N=481

Table 14: Question 14

Somerset's Brayton Point Power Plant is closing and the Town is faced with difficult choices due to the loss of revenue. To what extent do you support or oppose an increase in property taxes to fund the following services?	Strongly support		Somewhat support		Somewhat oppose		Strongly oppose		Total	
Schools	35%	N=167	28%	N=135	14%	N=65	23%	N=108	100%	N=475
Police services	41%	N=193	28%	N=133	15%	N=71	16%	N=78	100%	N=476
Fire/EMS services	42%	N=197	30%	N=144	16%	N=74	12%	N=58	100%	N=474
Library services	16%	N=74	39%	N=185	24%	N=115	21%	N=100	100%	N=474
Highway repair and snow removal	33%	N=156	44%	N=209	12%	N=58	11%	N=54	100%	N=476
Parks and recreation services	17%	N=82	41%	N=198	22%	N=108	19%	N=91	100%	N=478

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Table 15: Question 15

Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about the Town government and its activities, events and services:	Major source		Minor source		Not a source		Total	
	Percent	N	Percent	N	Percent	N	Percent	N
Town website (www.townofsomerset.org)	53%	N=255	34%	N=162	13%	N=63	100%	N=481
Local newspaper (Somerset Spectator, The Herald News, etc.)	44%	N=210	37%	N=176	19%	N=93	100%	N=480
Local radio station (i.e., WSAR, etc.)	14%	N=68	35%	N=166	51%	N=244	100%	N=477
Town Council meetings and other public meetings	28%	N=134	42%	N=199	30%	N=140	100%	N=472
Cable access television	27%	N=127	38%	N=179	36%	N=171	100%	N=477
Word-of-mouth	45%	N=215	39%	N=187	16%	N=78	100%	N=479

Table 16: Question 16

In the last 12 months, about how many times, if at all, have you or other household had in-person, phone or email contact with the following Town offices?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N
Town Clerk	1%	N=6	1%	N=7	44%	N=209	53%	N=254	100%	N=476
Parks and Recreation	1%	N=7	1%	N=6	15%	N=74	82%	N=391	100%	N=478
Board of Selectmen	1%	N=5	4%	N=19	14%	N=65	81%	N=389	100%	N=477
Town Administrator	1%	N=5	1%	N=5	13%	N=64	85%	N=404	100%	N=477
Treasurer/Tax Collector	0%	N=2	1%	N=7	42%	N=203	56%	N=267	100%	N=479
Assessor	0%	N=1	1%	N=6	17%	N=79	82%	N=391	100%	N=477
Highway Department	0%	N=2	3%	N=14	23%	N=107	74%	N=351	100%	N=474
Fire/EMS	1%	N=7	0%	N=1	20%	N=96	78%	N=373	100%	N=477
Police	2%	N=7	2%	N=12	29%	N=137	67%	N=321	100%	N=477
Health Department	1%	N=3	0%	N=0	7%	N=35	92%	N=440	100%	N=478
Animal Control	0%	N=1	0%	N=2	9%	N=45	90%	N=431	100%	N=478
Solid Waste & Recycling	1%	N=6	4%	N=21	23%	N=110	71%	N=341	100%	N=478
Veteran's Affairs	0%	N=2	1%	N=5	9%	N=44	89%	N=426	100%	N=477
Council on Aging	1%	N=6	2%	N=8	10%	N=47	87%	N=413	100%	N=476
Building Department/Code enforcement	1%	N=4	1%	N=3	10%	N=47	89%	N=423	100%	N=477

Table 17: Question 17

What was your overall impression of the employee(s) of Somerset in your most recent contact?	Percent	Number
Excellent	40%	N=170
Good	43%	N=181
Fair	13%	N=55
Poor	4%	N=16
Total	100%	N=421

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Table 18: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	1%	N=4	1%	N=6	3%	N=15	12%	N=56	83%	N=395	100%	N=475
Purchase goods or services from a business located in Somerset	0%	N=0	2%	N=10	29%	N=137	50%	N=237	19%	N=91	100%	N=476
Eat at least 5 portions of fruits and vegetables a day	3%	N=13	15%	N=72	37%	N=174	30%	N=139	15%	N=71	100%	N=468
Participate in moderate or vigorous physical activity	3%	N=12	14%	N=65	30%	N=140	36%	N=172	18%	N=84	100%	N=474
Read or watch local news (via television, paper, computer, etc.)	4%	N=18	6%	N=27	18%	N=87	31%	N=147	41%	N=195	100%	N=474
Vote in local elections	6%	N=27	5%	N=25	13%	N=59	23%	N=111	53%	N=251	100%	N=474

Table 19: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	20%	N=96
Very good	51%	N=239
Good	23%	N=107
Fair	5%	N=23
Poor	2%	N=7
Total	100%	N=473

Table 20: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	3%	N=13
Somewhat positive	15%	N=71
Neutral	52%	N=245
Somewhat negative	24%	N=114
Very negative	6%	N=28
Total	100%	N=470

Table 21: Question D4

What is your employment status?	Percent	Number
Working full time for pay	60%	N=286
Working part time for pay	8%	N=36
Unemployed, looking for paid work	3%	N=14
Unemployed, not looking for paid work	2%	N=7
Fully retired	28%	N=131
Total	100%	N=475

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Table 22: Question D5

Do you work inside the boundaries of Somerset?	Percent	Number
Yes, outside the home	19%	N=88
Yes, from home	5%	N=23
No	77%	N=362
Total	100%	N=473

Table 23: Question D6

How many years have you lived in Somerset?	Percent	Number
Less than 2 years	7%	N=33
2 to 5 years	15%	N=70
6 to 10 years	6%	N=28
11 to 20 years	15%	N=70
More than 20 years	58%	N=275
Total	100%	N=476

Table 24: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	81%	N=385
Building with two or more homes (duplex, townhome, apartment or condominium)	18%	N=87
Mobile home	0%	N=0
Other	0%	N=2
Total	100%	N=473

Table 25: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	17%	N=79
Owned	83%	N=392
Total	100%	N=471

Table 26: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	1%	N=6
\$300 to \$599 per month	11%	N=51
\$600 to \$999 per month	18%	N=81
\$1,000 to \$1,499 per month	28%	N=126
\$1,500 to \$2,499 per month	33%	N=151
\$2,500 or more per month	9%	N=41
Total	100%	N=456

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Table 27: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	63%	N=296
Yes	37%	N=171
Total	100%	N=467

Table 28: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	67%	N=312
Yes	33%	N=157
Total	100%	N=469

Table 29: Question D12

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	8%	N=35
\$25,000 to \$49,999	21%	N=94
\$50,000 to \$99,999	30%	N=135
\$100,000 to \$149,999	24%	N=105
\$150,000 or more	17%	N=77
Total	100%	N=447

Table 30: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	99%	N=457
Yes, I consider myself to be Spanish, Hispanic or Latino	1%	N=2
Total	100%	N=459

Table 31: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	0%	N=1
Asian, Asian Indian or Pacific Islander	0%	N=1
Black or African American	0%	N=0
White	97%	N=451
Other	3%	N=16

Total may exceed 100% as respondents could select more than one option.

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Table 32: Question D15

In which category is your age?	Percent	Number
18 to 24 years	2%	N=7
25 to 34 years	17%	N=81
35 to 44 years	15%	N=71
45 to 54 years	22%	N=103
55 to 64 years	17%	N=81
65 to 74 years	18%	N=82
75 years or older	9%	N=40
Total	100%	N=465

Table 33: Question D16

What is your sex?	Percent	Number
Female	53%	N=245
Male	47%	N=218
Total	100%	N=463

Table 34: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	54%	N=251
Land line	20%	N=93
Both	27%	N=124
Total	100%	N=468

Responses including “don’t know”

The following pages contain a complete set of responses to each question on the survey, including the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Table 35: Question 1

Please rate each of the following aspects of quality of life in Somerset:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Somerset as a place to live	33%	N=179	54%	N=290	11%	N=59	2%	N=9	0%	N=0	100%	N=537
Your neighborhood as a place to live	45%	N=245	44%	N=239	9%	N=49	1%	N=6	0%	N=0	100%	N=540
Somerset as a place to raise children	42%	N=228	45%	N=242	7%	N=40	1%	N=8	4%	N=23	100%	N=541
Somerset as a place to work	9%	N=46	22%	N=118	23%	N=124	17%	N=94	29%	N=159	100%	N=541
Somerset as a place to visit	13%	N=69	30%	N=160	32%	N=174	21%	N=111	5%	N=26	100%	N=540
Somerset as a place to retire	21%	N=111	27%	N=146	25%	N=137	18%	N=99	8%	N=45	100%	N=539
The overall quality of life in Somerset	23%	N=125	58%	N=311	17%	N=94	1%	N=5	1%	N=3	100%	N=538

Table 36: Question 2

Please rate each of the following characteristics as they relate to Somerset as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety in Somerset	47%	N=247	48%	N=255	4%	N=22	1%	N=4	0%	N=0	100%	N=529
Overall ease of getting to the places you usually have to visit	39%	N=205	51%	N=266	9%	N=46	1%	N=8	0%	N=0	100%	N=525
Quality of overall natural environment in Somerset	26%	N=135	46%	N=245	23%	N=122	5%	N=24	0%	N=2	100%	N=528
Overall "built environment" of Somerset (including overall design, buildings, parks and transportation systems)	9%	N=47	44%	N=233	35%	N=183	12%	N=63	0%	N=2	100%	N=528
Health and wellness opportunities in Somerset	8%	N=42	42%	N=220	33%	N=172	7%	N=39	10%	N=54	100%	N=526
Overall opportunities for education and enrichment	29%	N=152	45%	N=237	14%	N=73	5%	N=24	8%	N=42	100%	N=528
Overall economic health of Somerset	4%	N=21	29%	N=151	40%	N=212	22%	N=115	5%	N=28	100%	N=526
Sense of community	16%	N=83	46%	N=241	27%	N=145	9%	N=47	2%	N=10	100%	N=526
Overall image or reputation of Somerset	18%	N=96	54%	N=285	20%	N=107	6%	N=34	1%	N=5	100%	N=527

Table 37: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Recommend living in Somerset to someone who asks	40%	N=209	38%	N=201	12%	N=62	10%	N=50	0%	N=3	100%	N=525
Remain in Somerset for the next five years	55%	N=289	27%	N=141	9%	N=45	7%	N=39	2%	N=11	100%	N=525

Table 38: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
In your neighborhood during the day	79%	N=415	19%	N=100	1%	N=7	1%	N=4	0%	N=1	0%	N=0	100%	N=527
In Somerset's downtown/commercial area during the day	74%	N=391	23%	N=122	2%	N=8	0%	N=2	0%	N=0	1%	N=4	100%	N=528

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Table 39: Question 5

Please rate each of the following characteristics as they relate to Somerset as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Traffic flow on major streets	19%	N=97	62%	N=320	13%	N=69	6%	N=29	0%	N=0	100%	N=515
Ease of public parking	18%	N=95	57%	N=291	17%	N=89	4%	N=23	3%	N=17	100%	N=514
Ease of travel by car in Somerset	31%	N=158	57%	N=290	11%	N=54	2%	N=9	0%	N=0	100%	N=510
Ease of travel by public transportation in Somerset	3%	N=17	10%	N=52	11%	N=58	24%	N=125	51%	N=266	100%	N=518
Ease of travel by bicycle in Somerset	9%	N=49	34%	N=175	23%	N=118	10%	N=51	24%	N=126	100%	N=518
Ease of walking in Somerset	21%	N=106	47%	N=241	22%	N=115	8%	N=41	2%	N=12	100%	N=516
Availability of paths and walking trails	7%	N=34	19%	N=99	30%	N=158	27%	N=141	17%	N=86	100%	N=517
Air quality	15%	N=79	61%	N=318	16%	N=85	3%	N=18	4%	N=18	100%	N=518
Cleanliness of Somerset	15%	N=76	60%	N=307	20%	N=103	5%	N=27	0%	N=0	100%	N=512
Overall appearance of Somerset	16%	N=82	57%	N=291	22%	N=113	5%	N=26	0%	N=0	100%	N=513
Public places where people want to spend time	10%	N=54	38%	N=198	33%	N=171	14%	N=73	4%	N=20	100%	N=518
Variety of housing options	9%	N=44	38%	N=193	31%	N=161	12%	N=61	11%	N=56	100%	N=514
Availability of affordable quality housing	5%	N=25	27%	N=137	33%	N=171	17%	N=88	18%	N=93	100%	N=513
Fitness opportunities (including exercise classes and paths or trails, etc.)	6%	N=29	37%	N=190	30%	N=153	17%	N=87	12%	N=60	100%	N=518
Recreational opportunities	8%	N=40	38%	N=192	36%	N=187	11%	N=58	7%	N=36	100%	N=513
Availability of affordable quality food	18%	N=91	50%	N=260	23%	N=118	9%	N=46	0%	N=2	100%	N=517
Availability of affordable quality health care	7%	N=36	40%	N=208	24%	N=125	10%	N=51	18%	N=95	100%	N=515
Availability of preventive health services	5%	N=28	37%	N=189	25%	N=130	11%	N=58	22%	N=113	100%	N=518
Availability of affordable quality mental health care	2%	N=12	17%	N=86	15%	N=77	19%	N=98	47%	N=244	100%	N=517

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Table 40: Question 6

Please rate each of the following characteristics as they relate to Somerset as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Availability of affordable quality child care/preschool	16%	N=82	29%	N=146	15%	N=77	4%	N=21	35%	N=178	100%	N=505
K-12 education	35%	N=175	38%	N=193	7%	N=37	3%	N=15	17%	N=85	100%	N=505
Adult educational opportunities	6%	N=32	19%	N=95	17%	N=84	15%	N=74	43%	N=218	100%	N=504
Opportunities to attend cultural/arts/music activities	6%	N=28	30%	N=151	30%	N=153	20%	N=101	15%	N=74	100%	N=507
Employment opportunities	1%	N=3	14%	N=69	26%	N=131	29%	N=148	30%	N=154	100%	N=504
Shopping opportunities	9%	N=44	38%	N=193	35%	N=180	18%	N=89	0%	N=2	100%	N=507
Cost of living in Somerset	3%	N=14	27%	N=137	47%	N=238	23%	N=116	0%	N=2	100%	N=508
Overall quality of business and service establishments in Somerset	10%	N=53	49%	N=250	32%	N=164	7%	N=38	1%	N=6	100%	N=510
Vibrant downtown/commercial area	3%	N=13	23%	N=118	38%	N=194	35%	N=178	1%	N=5	100%	N=507
Overall quality of new development in Somerset	3%	N=13	21%	N=104	34%	N=170	35%	N=175	9%	N=43	100%	N=505
Opportunities to participate in social events and activities	7%	N=35	35%	N=176	29%	N=145	16%	N=83	14%	N=69	100%	N=507
Opportunities to volunteer	7%	N=34	34%	N=174	22%	N=114	8%	N=39	29%	N=148	100%	N=509
Opportunities to participate in community matters	9%	N=43	42%	N=213	24%	N=122	9%	N=47	16%	N=82	100%	N=507
Openness and acceptance of the community toward people of diverse backgrounds	9%	N=46	37%	N=187	24%	N=123	12%	N=60	18%	N=92	100%	N=508
Neighborliness of residents in Somerset	16%	N=81	52%	N=265	22%	N=111	8%	N=38	3%	N=14	100%	N=509

Table 41: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
	%	N	%	N	%	N
Made efforts to conserve water	14%	N=72	86%	N=434	100%	N=507
Made efforts to make your home more energy efficient	17%	N=87	83%	N=418	100%	N=505
Observed a code violation or other hazard in Somerset (weeds, abandoned buildings, etc.)	55%	N=276	45%	N=227	100%	N=503
Household member was a victim of a crime in Somerset	96%	N=485	4%	N=23	100%	N=507
Reported a crime to the police in Somerset	83%	N=421	17%	N=86	100%	N=507
Stocked supplies in preparation for an emergency	62%	N=314	38%	N=190	100%	N=504
Campaigned or advocated for an issue, cause or candidate	75%	N=379	25%	N=128	100%	N=508
Contacted the Town of Somerset (in-person, phone, email or web) for help or information	46%	N=236	54%	N=272	100%	N=508
Contacted Somerset elected officials (in-person, phone, email or web) to express your opinion	78%	N=396	22%	N=113	100%	N=509

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Table 42: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Somerset?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Visited a neighborhood park or Town park	13%	N=64	19%	N=95	39%	N=195	30%	N=149	100%	N=503
Used Somerset public libraries or their services	9%	N=44	16%	N=81	39%	N=196	36%	N=180	100%	N=501
Attended a Town-sponsored event	2%	N=9	3%	N=16	48%	N=240	47%	N=234	100%	N=498
Carpooled with other adults or children instead of driving alone	9%	N=46	13%	N=68	10%	N=49	68%	N=339	100%	N=502
Walked or biked instead of driving	13%	N=64	15%	N=74	27%	N=135	46%	N=230	100%	N=502
Volunteered your time to some group/activity in Somerset	5%	N=23	7%	N=38	19%	N=94	69%	N=348	100%	N=503
Participated in a club	4%	N=21	5%	N=27	10%	N=48	81%	N=401	100%	N=496
Talked to or visited with your immediate neighbors	43%	N=215	31%	N=158	21%	N=103	5%	N=26	100%	N=503
Done a favor for a neighbor	16%	N=79	22%	N=112	46%	N=232	16%	N=79	100%	N=503

Table 43: Question 9

Thinking about local public meetings (of local elected officials like Town Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Attended a local public meeting	1%	N=7	2%	N=11	30%	N=144	67%	N=321	100%	N=483
Watched (online or on television) a local public meeting	4%	N=21	10%	N=50	30%	N=152	55%	N=278	100%	N=501

Table 44: Question 10

Please rate the quality of each of the following services in Somerset:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Police/Sheriff services	59%	N=286	29%	N=142	4%	N=20	4%	N=17	5%	N=23	100%	N=489
Fire services	62%	N=305	27%	N=132	2%	N=9	0%	N=1	9%	N=44	100%	N=490
Ambulance or emergency medical services	62%	N=304	25%	N=121	1%	N=7	0%	N=2	12%	N=58	100%	N=491
Crime prevention	40%	N=198	42%	N=204	5%	N=26	3%	N=14	10%	N=48	100%	N=491
Fire prevention and education	35%	N=171	35%	N=170	7%	N=33	1%	N=5	22%	N=107	100%	N=485
Traffic enforcement	33%	N=161	42%	N=206	12%	N=56	7%	N=36	6%	N=29	100%	N=489
Street repair	9%	N=44	27%	N=130	33%	N=161	29%	N=141	3%	N=13	100%	N=489
Street cleaning	15%	N=73	40%	N=198	27%	N=132	16%	N=77	2%	N=11	100%	N=490
Street lighting	16%	N=80	54%	N=263	23%	N=111	6%	N=30	1%	N=5	100%	N=489
Snow removal	21%	N=104	43%	N=210	23%	N=113	11%	N=55	2%	N=9	100%	N=491
Sidewalk maintenance	12%	N=57	31%	N=151	25%	N=124	21%	N=101	11%	N=56	100%	N=490
Traffic signal timing	17%	N=85	59%	N=291	16%	N=78	5%	N=24	2%	N=11	100%	N=490
Bus or transit services	5%	N=24	13%	N=62	12%	N=58	16%	N=80	54%	N=265	100%	N=489
Garbage collection	27%	N=130	52%	N=254	14%	N=70	6%	N=27	2%	N=8	100%	N=490
Recycling	33%	N=162	51%	N=252	9%	N=46	4%	N=19	2%	N=11	100%	N=491
Yard waste pick-up	24%	N=119	47%	N=233	16%	N=79	6%	N=31	6%	N=30	100%	N=492
Storm drainage	18%	N=89	50%	N=244	18%	N=88	5%	N=25	9%	N=44	100%	N=490
Drinking water	26%	N=127	52%	N=255	13%	N=65	7%	N=33	2%	N=12	100%	N=492

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Please rate the quality of each of the following services in Somerset:	Excellent		Good		Fair		Poor		Don't know		Total	
Sewer services	27%	N=134	56%	N=277	7%	N=37	1%	N=6	8%	N=38	100%	N=492
Utility billing	14%	N=68	45%	N=222	27%	N=131	8%	N=41	6%	N=27	100%	N=489
Town parks	14%	N=67	42%	N=207	26%	N=128	9%	N=42	9%	N=45	100%	N=489
Recreation programs or classes	8%	N=39	28%	N=138	15%	N=74	4%	N=21	44%	N=216	100%	N=488
Land use, planning and zoning	6%	N=27	23%	N=110	20%	N=100	17%	N=81	35%	N=169	100%	N=486
Code enforcement (weeds, abandoned buildings, etc.)	7%	N=36	24%	N=115	23%	N=112	17%	N=83	29%	N=144	100%	N=490
Animal control	11%	N=55	39%	N=191	15%	N=71	5%	N=25	30%	N=147	100%	N=489
Economic development	5%	N=23	19%	N=92	28%	N=135	28%	N=138	20%	N=97	100%	N=485
Health services	10%	N=46	33%	N=160	21%	N=102	9%	N=45	27%	N=133	100%	N=486
Public library services	32%	N=157	45%	N=220	5%	N=24	1%	N=5	17%	N=82	100%	N=489
Public information services	14%	N=65	45%	N=217	19%	N=93	6%	N=28	17%	N=82	100%	N=485
Cable television	9%	N=45	31%	N=149	24%	N=114	26%	N=125	10%	N=47	100%	N=480
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	13%	N=61	36%	N=174	15%	N=72	5%	N=23	32%	N=158	100%	N=488
Preservation of natural areas such as open space, farmlands and greenbelts	8%	N=41	33%	N=160	23%	N=113	13%	N=66	23%	N=112	100%	N=492
Somerset open space	8%	N=41	31%	N=153	23%	N=113	16%	N=78	21%	N=105	100%	N=491
Town-sponsored special events	12%	N=56	40%	N=194	23%	N=111	7%	N=32	19%	N=94	100%	N=487
Overall customer service by Somerset employees (police, receptionists, planners, etc.)	30%	N=147	51%	N=249	10%	N=47	4%	N=19	6%	N=30	100%	N=492

Table 45: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
The Town of Somerset	23%	N=110	52%	N=245	21%	N=100	3%	N=14	1%	N=3	100%	N=472
The Federal Government	6%	N=32	31%	N=151	36%	N=177	17%	N=84	10%	N=47	100%	N=490

Table 46: Question 12

Please rate the following categories of Somerset government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
The value of services for the taxes paid to Somerset	9%	N=42	32%	N=153	33%	N=160	23%	N=111	4%	N=19	100%	N=486
The overall direction that Somerset is taking	6%	N=27	30%	N=145	33%	N=161	25%	N=122	6%	N=28	100%	N=482
The job Somerset government does at welcoming citizen involvement	8%	N=38	25%	N=123	31%	N=151	17%	N=81	19%	N=92	100%	N=485
Overall confidence in Somerset government	7%	N=36	29%	N=140	38%	N=183	19%	N=92	7%	N=32	100%	N=483
Generally acting in the best interest of the community	8%	N=39	35%	N=168	34%	N=165	16%	N=80	7%	N=34	100%	N=486
Being honest	9%	N=45	33%	N=157	30%	N=143	15%	N=73	13%	N=64	100%	N=482
Treating all residents fairly	10%	N=47	33%	N=161	29%	N=139	13%	N=65	15%	N=71	100%	N=483

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Table 47: Question 13

Please rate how important, if at all, you think it is for the Somerset community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety in Somerset	57%	N=274	35%	N=167	7%	N=36	1%	N=5	100%	N=482
Overall ease of getting to the places you usually have to visit	22%	N=108	42%	N=199	31%	N=149	5%	N=24	100%	N=479
Quality of overall natural environment in Somerset	34%	N=160	47%	N=222	19%	N=89	1%	N=6	100%	N=478
Overall "built environment" of Somerset (including overall design, buildings, parks and transportation systems)	28%	N=133	46%	N=222	23%	N=109	3%	N=16	100%	N=481
Health and wellness opportunities in Somerset	24%	N=115	40%	N=194	31%	N=147	5%	N=25	100%	N=481
Overall opportunities for education and enrichment	40%	N=191	42%	N=203	15%	N=73	3%	N=13	100%	N=481
Overall economic health of Somerset	64%	N=307	32%	N=154	3%	N=15	1%	N=5	100%	N=481
Sense of community	30%	N=147	50%	N=242	18%	N=85	1%	N=7	100%	N=481

Table 48: Question 14

Somerset's Brayton Point Power Plant is closing and the Town is faced with difficult choices due to the loss of revenue. To what extent do you support or oppose an increase in property taxes to fund the following services?	Strongly support		Somewhat support		Somewhat oppose		Strongly oppose		Total	
	%	N	%	N	%	N	%	N	%	N
Schools	35%	N=167	28%	N=135	14%	N=65	23%	N=108	100%	N=475
Police services	41%	N=193	28%	N=133	15%	N=71	16%	N=78	100%	N=476
Fire/EMS services	42%	N=197	30%	N=144	16%	N=74	12%	N=58	100%	N=474
Library services	16%	N=74	39%	N=185	24%	N=115	21%	N=100	100%	N=474
Highway repair and snow removal	33%	N=156	44%	N=209	12%	N=58	11%	N=54	100%	N=476
Parks and recreation services	17%	N=82	41%	N=198	22%	N=108	19%	N=91	100%	N=478

Table 49: Question 15

Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about the Town government and its activities, events and services:	Major source		Minor source		Not a source		Total	
	%	N	%	N	%	N	%	N
Town website (www.townofsomerset.org)	53%	N=255	34%	N=162	13%	N=63	100%	N=481
Local newspaper (Somerset Spectator, The Herald News, etc.)	44%	N=210	37%	N=176	19%	N=93	100%	N=480
Local radio station (i.e., WSAR, etc.)	14%	N=68	35%	N=166	51%	N=244	100%	N=477
Town Council meetings and other public meetings	28%	N=134	42%	N=199	30%	N=140	100%	N=472
Cable access television	27%	N=127	38%	N=179	36%	N=171	100%	N=477
Word-of-mouth	45%	N=215	39%	N=187	16%	N=78	100%	N=479

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Table 50: Question 16

In the last 12 months, about how many times, if at all, have you or other household had in-person, phone or email contact with the following Town offices?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Town Clerk	1%	N=6	1%	N=7	44%	N=209	53%	N=254	100%	N=476
Parks and Recreation	1%	N=7	1%	N=6	15%	N=74	82%	N=391	100%	N=478
Board of Selectmen	1%	N=5	4%	N=19	14%	N=65	81%	N=389	100%	N=477
Town Administrator	1%	N=5	1%	N=5	13%	N=64	85%	N=404	100%	N=477
Treasurer/Tax Collector	0%	N=2	1%	N=7	42%	N=203	56%	N=267	100%	N=479
Assessor	0%	N=1	1%	N=6	17%	N=79	82%	N=391	100%	N=477
Highway Department	0%	N=2	3%	N=14	23%	N=107	74%	N=351	100%	N=474
Fire/EMS	1%	N=7	0%	N=1	20%	N=96	78%	N=373	100%	N=477
Police	2%	N=7	2%	N=12	29%	N=137	67%	N=321	100%	N=477
Health Department	1%	N=3	0%	N=0	7%	N=35	92%	N=440	100%	N=478
Animal Control	0%	N=1	0%	N=2	9%	N=45	90%	N=431	100%	N=478
Solid Waste & Recycling	1%	N=6	4%	N=21	23%	N=110	71%	N=341	100%	N=478
Veteran's Affairs	0%	N=2	1%	N=5	9%	N=44	89%	N=426	100%	N=477
Council on Aging	1%	N=6	2%	N=8	10%	N=47	87%	N=413	100%	N=476
Building Department/Code enforcement	1%	N=4	1%	N=3	10%	N=47	89%	N=423	100%	N=477

Table 51: Question 17

What was your overall impression of the employee(s) of Somerset in your most recent contact?	Percent	Number
Excellent	35%	N=170
Good	38%	N=181
Fair	11%	N=55
Poor	3%	N=16
Don't know	12%	N=58
Total	100%	N=479

Table 52: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	1%	N=4	1%	N=6	3%	N=15	12%	N=56	83%	N=395	100%	N=475
Purchase goods or services from a business located in Somerset	0%	N=0	2%	N=10	29%	N=137	50%	N=237	19%	N=91	100%	N=476
Eat at least 5 portions of fruits and vegetables a day	3%	N=13	15%	N=72	37%	N=174	30%	N=139	15%	N=71	100%	N=468
Participate in moderate or vigorous physical activity	3%	N=12	14%	N=65	30%	N=140	36%	N=172	18%	N=84	100%	N=474
Read or watch local news (via television, paper, computer, etc.)	4%	N=18	6%	N=27	18%	N=87	31%	N=147	41%	N=195	100%	N=474
Vote in local elections	6%	N=27	5%	N=25	13%	N=59	23%	N=111	53%	N=251	100%	N=474

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Table 53: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	20%	N=96
Very good	51%	N=239
Good	23%	N=107
Fair	5%	N=23
Poor	2%	N=7
Total	100%	N=473

Table 54: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	3%	N=13
Somewhat positive	15%	N=71
Neutral	52%	N=245
Somewhat negative	24%	N=114
Very negative	6%	N=28
Total	100%	N=470

Table 55: Question D4

What is your employment status?	Percent	Number
Working full time for pay	60%	N=286
Working part time for pay	8%	N=36
Unemployed, looking for paid work	3%	N=14
Unemployed, not looking for paid work	2%	N=7
Fully retired	28%	N=131
Total	100%	N=475

Table 56: Question D5

Do you work inside the boundaries of Somerset?	Percent	Number
Yes, outside the home	19%	N=88
Yes, from home	5%	N=23
No	77%	N=362
Total	100%	N=473

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Table 57: Question D6

How many years have you lived in Somerset?	Percent	Number
Less than 2 years	7%	N=33
2 to 5 years	15%	N=70
6 to 10 years	6%	N=28
11 to 20 years	15%	N=70
More than 20 years	58%	N=275
Total	100%	N=476

Table 58: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	81%	N=385
Building with two or more homes (duplex, townhome, apartment or condominium)	18%	N=87
Mobile home	0%	N=0
Other	0%	N=2
Total	100%	N=473

Table 59: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	17%	N=79
Owned	83%	N=392
Total	100%	N=471

Table 60: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	1%	N=6
\$300 to \$599 per month	11%	N=51
\$600 to \$999 per month	18%	N=81
\$1,000 to \$1,499 per month	28%	N=126
\$1,500 to \$2,499 per month	33%	N=151
\$2,500 or more per month	9%	N=41
Total	100%	N=456

Table 61: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	63%	N=296
Yes	37%	N=171
Total	100%	N=467

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Table 62: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	67%	N=312
Yes	33%	N=157
Total	100%	N=469

Table 63: Question D12

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	8%	N=35
\$25,000 to \$49,999	21%	N=94
\$50,000 to \$99,999	30%	N=135
\$100,000 to \$149,999	24%	N=105
\$150,000 or more	17%	N=77
Total	100%	N=447

Table 64: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	99%	N=457
Yes, I consider myself to be Spanish, Hispanic or Latino	1%	N=2
Total	100%	N=459

Table 65: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	0%	N=1
Asian, Asian Indian or Pacific Islander	0%	N=1
Black or African American	0%	N=0
White	97%	N=451
Other	3%	N=16

Total may exceed 100% as respondents could select more than one option.

Table 66: Question D15

In which category is your age?	Percent	Number
18 to 24 years	2%	N=7
25 to 34 years	17%	N=81
35 to 44 years	15%	N=71
45 to 54 years	22%	N=103
55 to 64 years	17%	N=81
65 to 74 years	18%	N=82
75 years or older	9%	N=40
Total	100%	N=465

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Table 67: Question D16

What is your sex?	Percent	Number
Female	53%	N=245
Male	47%	N=218
Total	100%	N=463

Table 68: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	54%	N=251
Land line	20%	N=93
Both	27%	N=124
Total	100%	N=468

Appendix B: Benchmark Comparisons

Comparison Data

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 500 communities whose residents evaluated the same kinds of topics on The National Citizen Survey™. The comparison evaluations are from the most recent survey completed in each community; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. The Town of Somerset chose to have comparisons made to the entire database.

Interpreting the Results

Ratings are compared when there are at least five communities in which a similar question was asked. Where comparisons are available, four columns are provided in the table. The first column is Somerset's "percent positive." The percent positive is the combination of the top two most positive response options (i.e., "excellent" and "good," "very safe" and "somewhat safe," etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating "yes" or participating in an activity at least once a month. The second column is the rank assigned to Somerset's rating among communities where a similar question was asked. The third column is the number of communities that asked a similar question. The final column shows the comparison of Somerset's rating to the benchmark.

In that final column, Somerset's results are noted as being "higher" than the benchmark, "lower" than the benchmark or "similar" to the benchmark, meaning that the average rating given by Somerset residents is statistically similar to or different (greater or lesser) than the benchmark. More extreme differences are noted as "much higher" or "much lower."

Benchmark Database Characteristics	
Region	Percent
New England	3%
Middle Atlantic	5%
East North Central	15%
West North Central	13%
South Atlantic	22%
East South Central	3%
West South Central	7%
Mountain	16%
Pacific	16%
Population	Percent
Less than 10,000	10%
10,000 to 24,999	22%
25,000 to 49,999	23%
50,000 to 99,999	22%
100,000 or more	23%

National Benchmark Comparisons

Table 69: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Somerset	81%	310	438	Similar
Overall image or reputation of Somerset	73%	223	327	Similar
Somerset as a place to live	87%	267	374	Similar
Your neighborhood as a place to live	90%	131	293	Similar
Somerset as a place to raise children	91%	163	364	Similar
Somerset as a place to retire	52%	289	338	Lower
Overall appearance of Somerset	73%	239	341	Similar

Table 70: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark	
Safety	Overall feeling of safety in Somerset	95%	111	311	Similar	
	In your neighborhood during the day	98%	235	338	Similar	
	In Somerset's downtown/commercial area during the day	98%	154	293	Similar	
Mobility	Overall ease of getting to the places you usually have to visit	90%	52	219	Similar	
	Availability of paths and walking trails	31%	288	294	Much lower	
	Ease of walking in Somerset	69%	163	279	Similar	
	Ease of travel by bicycle in Somerset	57%	171	282	Similar	
	Ease of travel by public transportation in Somerset	27%	163	185	Lower	
	Ease of travel by car in Somerset	88%	50	283	Higher	
	Ease of public parking	78%	45	182	Similar	
	Traffic flow on major streets	81%	40	329	Higher	
	Natural Environment	Quality of overall natural environment in Somerset	72%	207	257	Similar
Cleanliness of Somerset		75%	190	264	Similar	
Air quality		80%	175	223	Similar	
Built Environment	Overall "built environment" of Somerset (including overall design, buildings, parks and transportation systems)	53%	179	208	Lower	
	Overall quality of new development in Somerset	25%	267	268	Much lower	
	Availability of affordable quality housing	38%	198	283	Similar	
	Variety of housing options	52%	199	259	Similar	
	Public places where people want to spend time	51%	178	200	Lower	
Economy	Overall economic health of Somerset	34%	201	214	Much lower	
	Vibrant downtown/commercial area	26%	181	192	Much lower	
	Overall quality of business and service establishments in Somerset	60%	185	251	Similar	
	Cost of living in Somerset	30%	184	211	Lower	
	Shopping opportunities	47%	211	274	Lower	
	Employment opportunities	21%	277	293	Lower	
	Somerset as a place to visit	44%	206	228	Lower	
	Somerset as a place to work	43%	313	339	Lower	
	Recreation and Wellness	Health and wellness opportunities in Somerset	55%	194	209	Lower
		Availability of affordable quality mental health care	36%	171	182	Lower
Availability of preventive health services		54%	190	214	Lower	
Availability of affordable quality health care		58%	191	240	Similar	
Availability of affordable quality food		68%	157	215	Similar	
Recreational opportunities		49%	259	280	Lower	
	Fitness opportunities (including exercise classes and paths or trails, etc.)	48%	197	200	Much lower	

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Education and Enrichment	Overall opportunities for education and enrichment	80%	98	210	Similar
	Opportunities to attend cultural/arts/music activities	41%	255	278	Lower
	Adult educational opportunities	45%	173	188	Lower
	K-12 education	88%	95	251	Similar
	Availability of affordable quality child care/preschool	70%	53	230	Similar
Community Engagement	Opportunities to participate in social events and activities	48%	225	240	Lower
	Neighborliness of Somerset	70%	125	203	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	56%	237	273	Similar
	Opportunities to participate in community matters	60%	216	252	Similar
	Opportunities to volunteer	58%	237	244	Lower

Table 71: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the Town of Somerset	76%	254	414	Similar
Overall customer service by Somerset employees (police, receptionists, planners, etc.)	86%	148	355	Similar
Value of services for the taxes paid to Somerset	42%	343	382	Lower
Overall direction that Somerset is taking	38%	284	297	Lower
Job Somerset government does at welcoming citizen involvement	41%	262	299	Lower
Overall confidence in Somerset government	39%	186	212	Lower
Generally acting in the best interest of the community	46%	183	212	Lower
Being honest	48%	168	205	Similar
Treating all residents fairly	50%	156	210	Similar
Services provided by the Federal Government	41%	170	229	Similar

Table 72: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Police/Sheriff services	92%	53	440	Higher
	Fire services	98%	63	363	Similar
	Ambulance or emergency medical services	98%	33	332	Similar
	Crime prevention	91%	52	337	Higher
	Fire prevention and education	90%	71	265	Similar
	Animal control	72%	174	323	Similar
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	71%	142	258	Similar
Mobility	Traffic enforcement	80%	69	353	Similar
	Street repair	37%	311	381	Lower
	Street cleaning	57%	246	303	Similar
	Street lighting	71%	140	308	Similar
	Snow removal	65%	177	280	Similar
	Sidewalk maintenance	48%	246	304	Similar
	Traffic signal timing	79%	15	243	Higher
Bus or transit services	38%	181	206	Lower	
Natural Environment	Garbage collection	80%	310	343	Similar
	Recycling	86%	202	341	Similar
	Yard waste pick-up	76%	187	258	Similar
	Drinking water	79%	159	309	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Preservation of natural areas such as open space, farmlands and greenbelts	53%	219	237	Lower
	Somerset open space	50%	176	190	Lower
Built Environment	Storm drainage	75%	159	336	Similar
	Sewer services	91%	117	308	Similar
	Utility billing	63%	166	184	Similar
	Land use, planning and zoning	43%	239	285	Similar
	Code enforcement (weeds, abandoned buildings, etc.)	44%	292	371	Similar
	Cable television	45%	175	186	Lower
Economy	Economic development	30%	257	265	Much lower
Recreation and Wellness	Town parks	62%	293	310	Lower
	Recreation programs or classes	65%	251	308	Similar
	Health services	59%	168	194	Lower
Education and Enrichment	Town-sponsored special events	64%	183	230	Similar
	Public library services	93%	182	327	Similar
Community Engagement	Public information services	70%	189	264	Similar

Table 73: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	63%	215	293	Similar
Recommend living in Somerset to someone who asks	79%	209	264	Similar
Remain in Somerset for the next five years	84%	145	255	Similar
Contacted Somerset (in-person, phone, email or web) for help or information	54%	53	294	Similar

Table 74: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Stocked supplies in preparation for an emergency	38%	73	183	Similar
	Did NOT report a crime to the police	83%	65	206	Similar
	Household member was NOT a victim of a crime	96%	8	254	Similar
Mobility	Carpooled with other adults or children instead of driving alone	32%	183	194	Lower
	Walked or biked instead of driving	54%	108	201	Similar
Natural Environment	Made efforts to conserve water	86%	62	189	Similar
	Made efforts to make your home more energy efficient	83%	17	189	Similar
	Recycle at home	98%	16	236	Higher
Built Environment	Did NOT observe a code violation or other hazard in Somerset	55%	97	196	Similar
	NOT experiencing housing costs stress	67%	148	234	Similar
Economy	Purchase goods or services from a business located in Somerset	98%	64	199	Similar
	Economy will have positive impact on income	18%	226	235	Lower
	Work inside boundaries of Somerset	23%	186	200	Lower
Recreation and Wellness	Visited a neighborhood park or Town park	70%	231	249	Lower
	Eat at least 5 portions of fruits and vegetables a day	82%	116	191	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Participate in moderate or vigorous physical activity	84%	119	195	Similar
	In very good to excellent health	71%	141	195	Similar
Education and Enrichment	Used Somerset public libraries or their services	64%	111	224	Similar
	Attended Town-sponsored event	53%	106	201	Similar
Community Engagement	Campaigned or advocated for an issue, cause or candidate	25%	63	182	Similar
	Contacted Somerset elected officials (in-person, phone, email or web) to express your opinion	22%	40	198	Similar
	Volunteered your time to some group/activity in Somerset	31%	182	242	Similar
	Participated in a club	19%	184	218	Similar
	Talked to or visited with your immediate neighbors	95%	36	195	Similar
	Done a favor for a neighbor	84%	61	190	Similar
	Attended a local public meeting	33%	22	242	Higher
	Watched (online or on television) a local public meeting	45%	9	206	Higher
	Read or watch local news (via television, paper, computer, etc.)	91%	25	200	Similar
	Vote in local elections	89%	34	236	Similar

Communities included in national comparisons

The communities included in Somerset's comparisons are listed on the following pages along with their population according to the 2010 Census.

Adams County, CO.....	441,603	Azusa city, CA.....	46,361
Airway Heights city, WA.....	6,114	Bainbridge Island city, WA.....	23,025
Albany city, OR.....	50,158	Baltimore city, MD.....	620,961
Albemarle County, VA.....	98,970	Bartonville town, TX.....	1,469
Albert Lea city, MN.....	18,016	Battle Creek city, MI.....	52,347
Alexandria city, VA.....	139,966	Bay City city, MI.....	34,932
Algonquin village, IL.....	30,046	Bay Village city, OH.....	15,651
Aliso Viejo city, CA.....	47,823	Baytown city, TX.....	71,802
Altoona city, IA.....	14,541	Bedford city, TX.....	46,979
American Canyon city, CA.....	19,454	Bedford town, MA.....	13,320
Ames city, IA.....	58,965	Bellevue city, WA.....	122,363
Andover CDP, MA.....	8,762	Bellingham city, WA.....	80,885
Ankeny city, IA.....	45,582	Benbrook city, TX.....	21,234
Ann Arbor city, MI.....	113,934	Bend city, OR.....	76,639
Annapolis city, MD.....	38,394	Bettendorf city, IA.....	33,217
Apache Junction city, AZ.....	35,840	Billings city, MT.....	104,170
Arapahoe County, CO.....	572,003	Blaine city, MN.....	57,186
Arkansas City city, AR.....	366	Bloomfield Hills city, MI.....	3,869
Arlington city, TX.....	365,438	Bloomington city, IN.....	80,405
Arvada city, CO.....	106,433	Bloomington city, MN.....	82,893
Asheville city, NC.....	83,393	Blue Springs city, MO.....	52,575
Ashland city, OR.....	20,078	Boise City city, ID.....	205,671
Ashland town, MA.....	16,593	Bonner Springs city, KS.....	7,314
Ashland town, VA.....	7,225	Boone County, KY.....	118,811
Aspen city, CO.....	6,658	Boulder city, CO.....	97,385
Athens-Clarke County, GA.....	115,452	Bowling Green city, KY.....	58,067
Auburn city, AL.....	53,380	Bozeman city, MT.....	37,280
Augusta CCD, GA.....	134,777	Brentwood city, MO.....	8,055
Aurora city, CO.....	325,078	Brentwood city, TN.....	37,060
Austin city, TX.....	790,390	Brighton city, CO.....	33,352
Avon town, CO.....	6,447	Brighton city, MI.....	7,444
Avon town, IN.....	12,446	Bristol city, TN.....	26,702
Avondale city, AZ.....	76,238	Broken Arrow city, OK.....	98,850

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Brookfield city, WI	37,920	Dardenne Prairie city, MO	11,494
Brookline CDP, MA	58,732	Darien city, IL	22,086
Brooklyn Center city, MN	30,104	Davenport city, FL	2,888
Brooklyn city, OH	11,169	Davenport city, IA	99,685
Broomfield city, CO	55,889	Davidson town, NC	10,944
Brownsburg town, IN	21,285	Dayton city, OH	141,527
Burien city, WA	33,313	Dayton town, WY	757
Burleson city, TX	36,690	Decatur city, GA	19,335
Burlingame city, CA	28,806	Del Mar city, CA	4,161
Cabarrus County, NC	178,011	DeLand city, FL	27,031
Cambridge city, MA	105,162	Delaware city, OH	34,753
Cannon Beach city, OR	1,690	Delray Beach city, FL	60,522
Cañon City city, CO	16,400	Denison city, TX	22,682
Canton city, SD	3,057	Denton city, TX	113,383
Cape Coral city, FL	154,305	Denver city, CO	600,158
Cape Girardeau city, MO	37,941	Derby city, KS	22,158
Carlisle borough, PA	18,682	Des Moines city, IA	203,433
Carlsbad city, CA	105,328	Des Peres city, MO	8,373
Carroll city, IA	10,103	Destin city, FL	12,305
Cartersville city, GA	19,731	Dothan city, AL	65,496
Cary town, NC	135,234	Douglas County, CO	285,465
Castine town, ME	1,366	Dover city, NH	29,987
Castle Pines North city, CO	10,360	Dublin city, CA	46,036
Castle Rock town, CO	48,231	Dublin city, OH	41,751
Cedar Hill city, TX	45,028	Duluth city, MN	86,265
Cedar Rapids city, IA	126,326	Durham city, NC	228,330
Celina city, TX	6,028	Durham County, NC	267,587
Centennial city, CO	100,377	Eagan city, MN	64,206
Chandler city, AZ	236,123	Eagle Mountain city, UT	21,415
Chandler city, TX	2,734	Eagle town, CO	6,508
Chanhassen city, MN	22,952	East Grand Forks city, MN	8,601
Chapel Hill town, NC	57,233	East Lansing city, MI	48,579
Charles County, MD	146,551	Eau Claire city, WI	65,883
Charlotte city, NC	731,424	Eden Prairie city, MN	60,797
Charlotte County, FL	159,978	Edgerton city, KS	1,671
Charlottesville city, VA	43,475	Edgewater city, CO	5,170
Chattanooga city, TN	167,674	Edina city, MN	47,941
Chautauqua town, NY	4,464	Edmond city, OK	81,405
Chesterfield County, VA	316,236	Edmonds city, WA	39,709
Citrus Heights city, CA	83,301	El Cerrito city, CA	23,549
Clackamas County, OR	375,992	El Dorado County, CA	181,058
Clarendon Hills village, IL	8,427	Elk Grove city, CA	153,015
Clayton city, MO	15,939	Elko New Market city, MN	4,110
Clearwater city, FL	107,685	Elmhurst city, IL	44,121
Cleveland Heights city, OH	46,121	Encinitas city, CA	59,518
Clinton city, SC	8,490	Englewood city, CO	30,255
Clive city, IA	15,447	Erie town, CO	18,135
Clovis city, CA	95,631	Escambia County, FL	297,619
College Park city, MD	30,413	Estes Park town, CO	5,858
College Station city, TX	93,857	Euclid city, OH	48,920
Colleyville city, TX	22,807	Fairview town, TX	7,248
Columbia city, MO	108,500	Farmersville city, TX	3,301
Columbia city, SC	129,272	Fayetteville city, NC	200,564
Columbia Falls city, MT	4,688	Fishers town, IN	76,794
Concord city, CA	122,067	Flagstaff city, AZ	65,870
Concord town, MA	17,668	Flower Mound town, TX	64,669
Coon Rapids city, MN	61,476	Forest Grove city, OR	21,083
Copperas Cove city, TX	32,032	Fort Collins city, CO	143,986
Coral Springs city, FL	121,096	Fort Lauderdale city, FL	165,521
Coronado city, CA	18,912	Fort Smith city, AR	86,209
Corvallis city, OR	54,462	Franklin city, TN	62,487
Cottonwood Heights city, UT	33,433	Fremont city, CA	214,089
Creve Coeur city, MO	17,833	Friendswood city, TX	35,805
Cross Roads town, TX	1,563	Fruita city, CO	12,646
Dacono city, CO	4,152	Gahanna city, OH	33,248
Dade City city, FL	6,437	Gaithersburg city, MD	59,933
Dakota County, MN	398,552	Galveston city, TX	47,743
Dallas city, OR	14,583	Gardner city, KS	19,123
Dallas city, TX	1,197,816	Georgetown city, TX	47,400
Danville city, KY	16,218	Germantown city, TN	38,844

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Gilbert town, AZ.....	208,453	Kettering city, OH.....	56,163
Gillette city, WY.....	29,087	Key West city, FL.....	24,649
Glendora city, CA.....	50,073	King City city, CA.....	12,874
Glenview village, IL.....	44,692	King County, WA.....	1,931,249
Globe city, AZ.....	7,532	Kirkland city, WA.....	48,787
Golden city, CO.....	18,867	Kirkwood city, MO.....	27,540
Golden Valley city, MN.....	20,371	Knoxville city, IA.....	7,313
Goodyear city, AZ.....	65,275	La Mesa city, CA.....	57,065
Grafton village, WI.....	11,459	La Plata town, MD.....	8,753
Grand Blanc city, MI.....	8,276	La Porte city, TX.....	33,800
Grants Pass city, OR.....	34,533	La Vista city, NE.....	15,758
Grass Valley city, CA.....	12,860	Lafayette city, CO.....	24,453
Greeley city, CO.....	92,889	Laguna Beach city, CA.....	22,723
Greenville city, NC.....	84,554	Laguna Niguel city, CA.....	62,979
Greenwich town, CT.....	61,171	Lake Forest city, IL.....	19,375
Greenwood Village city, CO.....	13,925	Lake in the Hills village, IL.....	28,965
Greer city, SC.....	25,515	Lake Oswego city, OR.....	36,619
Gunnison County, CO.....	15,324	Lake Stevens city, WA.....	28,069
Hailey city, ID.....	7,960	Lake Worth city, FL.....	34,910
Haines Borough, AK.....	2,508	Lake Zurich village, IL.....	19,631
Haltom City city, TX.....	42,409	Lakeville city, MN.....	55,954
Hamilton city, OH.....	62,477	Lakewood city, CO.....	142,980
Hamilton town, MA.....	7,764	Lakewood city, WA.....	58,163
Hanover County, VA.....	99,863	Lane County, OR.....	351,715
Harrisburg city, SD.....	4,089	Lansing city, MI.....	114,297
Harrisonburg city, VA.....	48,914	Laramie city, WY.....	30,816
Harrisonville city, MO.....	10,019	Larimer County, CO.....	299,630
Hayward city, CA.....	144,186	Las Cruces city, NM.....	97,618
Henderson city, NV.....	257,729	Las Vegas city, NV.....	583,756
Herndon town, VA.....	23,292	Lawrence city, KS.....	87,643
High Point city, NC.....	104,371	Lawrenceville city, GA.....	28,546
Highland Park city, IL.....	29,763	Lee's Summit city, MO.....	91,364
Highlands Ranch CDP, CO.....	96,713	Lehi city, UT.....	47,407
Holland city, MI.....	33,051	Lenexa city, KS.....	48,190
Homer Glen village, IL.....	24,220	Lewis County, NY.....	27,087
Honolulu County, HI.....	953,207	Lewiston city, ID.....	31,894
Hooksett town, NH.....	13,451	Lewisville city, TX.....	95,290
Hopkins city, MN.....	17,591	Lewisville town, NC.....	12,639
Hopkinton town, MA.....	14,925	Libertyville village, IL.....	20,315
Hoquiam city, WA.....	8,726	Lincoln city, NE.....	258,379
Horry County, SC.....	269,291	Lindsborg city, KS.....	3,458
Howard village, WI.....	17,399	Little Chute village, WI.....	10,449
Hudson city, OH.....	22,262	Littleton city, CO.....	41,737
Hudson town, CO.....	2,356	Livermore city, CA.....	80,968
Huntley village, IL.....	24,291	Lombard village, IL.....	43,165
Hurst city, TX.....	37,337	Lone Tree city, CO.....	10,218
Hutchinson city, MN.....	14,178	Long Grove village, IL.....	8,043
Hutto city, TX.....	14,698	Longmont city, CO.....	86,270
Independence city, MO.....	116,830	Longview city, TX.....	80,455
Indianola city, IA.....	14,782	Lonsdale city, MN.....	3,674
Indio city, CA.....	76,036	Los Alamos County, NM.....	17,950
Iowa City city, IA.....	67,862	Los Altos Hills town, CA.....	7,922
Irving city, TX.....	216,290	Louisville city, CO.....	18,376
Issaquah city, WA.....	30,434	Lower Merion township, PA.....	57,825
Jackson County, MI.....	160,248	Lynchburg city, VA.....	75,568
James City County, VA.....	67,009	Lynnwood city, WA.....	35,836
Jefferson County, NY.....	116,229	Macomb County, MI.....	840,978
Jefferson Parish, LA.....	432,552	Manassas city, VA.....	37,821
Johnson City city, TN.....	63,152	Manhattan Beach city, CA.....	35,135
Johnston city, IA.....	17,278	Manhattan city, KS.....	52,281
Jupiter town, FL.....	55,156	Mankato city, MN.....	39,309
Kalamazoo city, MI.....	74,262	Maple Grove city, MN.....	61,567
Kansas City city, KS.....	145,786	Maricopa County, AZ.....	3,817,117
Kansas City city, MO.....	459,787	Marion city, IA.....	34,768
Keizer city, OR.....	36,478	Marshfield city, WI.....	19,118
Kenmore city, WA.....	20,460	Martinez city, CA.....	35,824
Kennedale city, TX.....	6,763	Marysville city, WA.....	60,020
Kennett Square borough, PA.....	6,072	Matthews town, NC.....	27,198
Kent city, WA.....	92,411	McAllen city, TX.....	129,877
Kerrville city, TX.....	22,347	McKinney city, TX.....	131,117

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McMinnville city, OR	32,187	Oshtemo charter township, MI	21,705
Menlo Park city, CA	32,026	Oswego village, IL	30,355
Menomonee Falls village, WI	35,626	Otsego County, MI	24,164
Mercer Island city, WA	22,699	Ottawa County, MI	263,801
Meridian charter township, MI	39,688	Paducah city, KY	25,024
Meridian city, ID	75,092	Palm Beach Gardens city, FL	48,452
Merriam city, KS	11,003	Palm Coast city, FL	75,180
Mesa city, AZ	439,041	Palo Alto city, CA	64,403
Mesa County, CO	146,723	Palos Verdes Estates city, CA	13,438
Miami Beach city, FL	87,779	Papillion city, NE	18,894
Miami city, FL	399,457	Paradise Valley town, AZ	12,820
Middleton city, WI	17,442	Park City city, UT	7,558
Midland city, MI	41,863	Parker town, CO	45,297
Milford city, DE	9,559	Parkland city, FL	23,962
Milton city, GA	32,661	Pasco city, WA	59,781
Minneapolis city, MN	382,578	Pasco County, FL	464,697
Missouri City city, TX	67,358	Payette city, ID	7,433
Modesto city, CA	201,165	Pearland city, TX	91,252
Monterey city, CA	27,810	Peoria city, AZ	154,065
Montgomery city, MN	2,956	Peoria city, IL	115,007
Monticello city, UT	1,972	Pflugerville city, TX	46,936
Montrose city, CO	19,132	Phoenix city, AZ	1,445,632
Monument town, CO	5,530	Pinehurst village, NC	13,124
Mooresville town, NC	32,711	Piqua city, OH	20,522
Moraga town, CA	16,016	Pitkin County, CO	17,148
Morristown city, TN	29,137	Plano city, TX	259,841
Morrisville town, NC	18,576	Platte City city, MO	4,691
Morro Bay city, CA	10,234	Pleasant Hill city, IA	8,785
Mountain Village town, CO	1,320	Pleasanton city, CA	70,285
Mountlake Terrace city, WA	19,909	Plymouth city, MN	70,576
Murphy city, TX	17,708	Polk County, IA	430,640
Naperville city, IL	141,853	Pompano Beach city, FL	99,845
Napoleon city, OH	8,749	Port Orange city, FL	56,048
Needham CDP, MA	28,886	Portland city, OR	583,776
Nevada City city, CA	3,068	Post Falls city, ID	27,574
Nevada County, CA	98,764	Powell city, OH	11,500
New Braunfels city, TX	57,740	Prince William County, VA	402,002
New Brighton city, MN	21,456	Prior Lake city, MN	22,796
New Hanover County, NC	202,667	Pueblo city, CO	106,595
New Hope city, MN	20,339	Purcellville town, VA	7,727
New Orleans city, LA	343,829	Queen Creek town, AZ	26,361
New Port Richey city, FL	14,911	Raleigh city, NC	403,892
New Smyrna Beach city, FL	22,464	Ramsey city, MN	23,668
New Ulm city, MN	13,522	Raymond town, ME	4,436
Newberg city, OR	22,068	Raymore city, MO	19,206
Newport city, RI	24,672	Redmond city, OR	26,215
Newport News city, VA	180,719	Redmond city, WA	54,144
Newton city, IA	15,254	Reno city, NV	225,221
Noblesville city, IN	51,969	Reston CDP, VA	58,404
Nogales city, AZ	20,837	Richland city, WA	48,058
Norcross city, GA	9,116	Richmond Heights city, MO	8,603
Norfolk city, VA	242,803	Rio Rancho city, NM	87,521
North Mankato city, MN	13,394	River Falls city, WI	15,000
North Port city, FL	57,357	Riverside city, CA	303,871
North Richland Hills city, TX	63,343	Riverside city, MO	2,937
North Yarmouth town, ME	3,565	Roanoke city, VA	97,032
Novato city, CA	51,904	Roanoke County, VA	92,376
Novi city, MI	55,224	Rochester Hills city, MI	70,995
O'Fallon city, IL	28,281	Rock Hill city, SC	66,154
O'Fallon city, MO	79,329	Rockville city, MD	61,209
Oak Park village, IL	51,878	Roeland Park city, KS	6,731
Oakland city, CA	390,724	Rogers city, MN	8,597
Oakley city, CA	35,432	Rohnert Park city, CA	40,971
Oklahoma City city, OK	579,999	Rolla city, MO	19,559
Olathe city, KS	125,872	Roselle village, IL	22,763
Old Town city, ME	7,840	Rosemount city, MN	21,874
Olmsted County, MN	144,248	Rosenberg city, TX	30,618
Olympia city, WA	46,478	Roseville city, MN	33,660
Orland Park village, IL	56,767	Round Rock city, TX	99,887
Oshkosh city, WI	66,083	Royal Oak city, MI	57,236

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Saco city, ME.....	18,482	Surprise city, AZ.....	117,517
Sahuarita town, AZ.....	25,259	Suwanee city, GA.....	15,355
Salida city, CO.....	5,236	Tacoma city, WA.....	198,397
Sammamish city, WA.....	45,780	Takoma Park city, MD.....	16,715
San Anselmo town, CA.....	12,336	Tamarac city, FL.....	60,427
San Carlos city, CA.....	28,406	Temecula city, CA.....	100,097
San Diego city, CA.....	1,307,402	Tempe city, AZ.....	161,719
San Francisco city, CA.....	805,235	Temple city, TX.....	66,102
San Jose city, CA.....	945,942	Texarkana city, TX.....	36,411
San Juan County, NM.....	130,044	The Woodlands CDP, TX.....	93,847
San Marcos city, CA.....	83,781	Thousand Oaks city, CA.....	126,683
San Marcos city, TX.....	44,894	Tigard city, OR.....	48,035
San Rafael city, CA.....	57,713	Tracy city, CA.....	82,922
Sanford city, FL.....	53,570	Trinidad CCD, CO.....	12,017
Sangamon County, IL.....	197,465	Tualatin city, OR.....	26,054
Santa Clarita city, CA.....	176,320	Tulsa city, OK.....	391,906
Santa Fe city, NM.....	67,947	Twin Falls city, ID.....	44,125
Santa Fe County, NM.....	144,170	Tyler city, TX.....	96,900
Santa Monica city, CA.....	89,736	University Heights city, OH.....	13,539
Sarasota County, FL.....	379,448	University Park city, TX.....	23,068
Savage city, MN.....	26,911	Upper Arlington city, OH.....	33,771
Schaumburg village, IL.....	74,227	Urbandale city, IA.....	39,463
Schertz city, TX.....	31,465	Vail town, CO.....	5,305
Scott County, MN.....	129,928	Vancouver city, WA.....	161,791
Scottsdale city, AZ.....	217,385	Ventura CCD, CA.....	111,889
Seaside city, CA.....	33,025	Vernon Hills village, IL.....	25,113
Sevierville city, TN.....	14,807	Vestavia Hills city, AL.....	34,033
Shakopee city, MN.....	37,076	Victoria city, MN.....	7,345
Sharonville city, OH.....	13,560	Vienna town, VA.....	15,687
Shawnee city, KS.....	62,209	Virginia Beach city, VA.....	437,994
Shawnee city, OK.....	29,857	Walnut Creek city, CA.....	64,173
Sherborn town, MA.....	4,119	Washington County, MN.....	238,136
Shoreview city, MN.....	25,043	Washington town, NH.....	1,123
Shorewood village, IL.....	15,615	Washoe County, NV.....	421,407
Shorewood village, WI.....	13,162	Washougal city, WA.....	14,095
Sierra Vista city, AZ.....	43,888	Wauwatosa city, WI.....	46,396
Silverton city, OR.....	9,222	Waverly city, IA.....	9,874
Sioux Center city, IA.....	7,048	Weddington town, NC.....	9,459
Sioux Falls city, SD.....	153,888	Wentzville city, MO.....	29,070
Skokie village, IL.....	64,784	West Carrollton city, OH.....	13,143
Snellville city, GA.....	18,242	West Chester borough, PA.....	18,461
Somerset town, MA.....	18,165	West Des Moines city, IA.....	56,609
South Jordan city, UT.....	50,418	Western Springs village, IL.....	12,975
South Lake Tahoe city, CA.....	21,403	Westerville city, OH.....	36,120
Southlake city, TX.....	26,575	Westlake town, TX.....	992
Spearfish city, SD.....	10,494	Westminster city, CO.....	106,114
Spring Hill city, KS.....	5,437	Weston town, MA.....	11,261
Springboro city, OH.....	17,409	White House city, TN.....	10,255
Springfield city, MO.....	159,498	Wichita city, KS.....	382,368
Springville city, UT.....	29,466	Williamsburg city, VA.....	14,068
St. Augustine city, FL.....	12,975	Willowbrook village, IL.....	8,540
St. Charles city, IL.....	32,974	Wilmington city, NC.....	106,476
St. Cloud city, FL.....	35,183	Wilsonville city, OR.....	19,509
St. Cloud city, MN.....	65,842	Windsor town, CO.....	18,644
St. Joseph city, MO.....	76,780	Windsor town, CT.....	29,044
St. Joseph town, WI.....	3,842	Winnetka village, IL.....	12,187
St. Louis County, MN.....	200,226	Winter Garden city, FL.....	34,568
State College borough, PA.....	42,034	Woodbury city, MN.....	61,961
Steamboat Springs city, CO.....	12,088	Woodland city, CA.....	55,468
Sterling Heights city, MI.....	129,699	Wrentham town, MA.....	10,955
Sugar Grove village, IL.....	8,997	Wyandotte County, KS.....	157,505
Sugar Land city, TX.....	78,817	Yakima city, WA.....	91,067
Suisun City city, CA.....	28,111	York County, VA.....	65,464
Summit city, NJ.....	21,457	Yorktown town, IN.....	9,405
Summit County, UT.....	36,324	Yorkville city, IL.....	16,921
Summit village, IL.....	11,054	Yountville city, CA.....	2,933
Sunnyvale city, CA.....	140,081		

Appendix C: Detailed Survey Methods

The National Citizen Survey (The NCS™), conducted by National Research Center, Inc., was developed to provide communities an accurate, affordable and easy way to assess and interpret resident opinion about important local topics. Standardization of common questions and survey methods provide the rigor to assure valid results, and each community has enough flexibility to construct a customized version of The NCS.

Results offer insight into residents' perspectives about the community as a whole, including local amenities, services, public trust, resident participation and other aspects of the community in order to support budgeting, land use and strategic planning and communication with residents. Resident demographic characteristics permit comparison to the Census as well as comparison of results for different subgroups of residents. The Town of Somerset funded this research. Please contact Richard Brown of the Town of Somerset at RBrown@town.somersetma.us if you have any questions about the survey.

Survey Validity

The question of survey validity has two parts: 1) how can a community be confident that the results from those who completed the questionnaire are representative of the results that would have been obtained had the survey been administered to the entire population? and 2) how closely do the perspectives recorded on the survey reflect what residents really believe or do?

To answer the first question, the best survey research practices were used for the resources spent to ensure that the results from the survey respondents reflect the opinions of residents in the entire community. These practices include:

- Using a mail-out/mail-back methodology, which typically gets a higher response rate than phone for the same dollars spent. A higher response rate lessens the worry that those who did not respond are different than those who did respond.
- Selecting households at random within the community to receive the survey to ensure that the households selected to receive the survey are representative of the larger community.
- Over-sampling multi-family housing units to improve response from hard-to-reach, lower income or younger apartment dwellers.
- Selecting the respondent within the household using an unbiased sampling procedure; in this case, the "birthday method." The cover letter included an instruction requesting that the respondent in the household be the adult (18 years old or older) who most recently had a birthday, irrespective of year of birth.
- Contacting potential respondents three times to encourage response from people who may have different opinions or habits than those who would respond with only a single prompt.
- Inviting response in a compelling manner (using appropriate letterhead/logos and a signature of a visible leader) to appeal to recipients' sense of civic responsibility.
- Providing a pre-addressed, postage-paid return envelope.
- Offering the survey in Spanish or other language when requested by a given community.
- Weighting the results to reflect the demographics of the population.

The answer to the second question about how closely the perspectives recorded on the survey reflect what residents really believe or do is more complex. Resident responses to surveys are influenced by a variety of factors. For questions about service quality, residents' expectations for service quality play a role as well as the "objective" quality of the service provided, the way the resident perceives the entire community (that is, the context in which the service is provided), the scale on which the resident is asked to record his or her opinion and, of course, the opinion, itself, that a resident holds about the service. Similarly a resident's report of certain behaviors is colored by what he or she believes is the socially desirable response (e.g., reporting tolerant behaviors toward "oppressed groups," likelihood of voting for a tax increase for services to poor people, use of alternative modes of travel to work besides the single occupancy vehicle), his or her memory of the actual behavior (if it is not a question speculating about future actions, like a vote), his or her confidence that he or she can be honest without suffering any negative consequences (thus the need for anonymity) as well as the actual behavior itself.

How closely survey results come to recording the way a person really feels or behaves often is measured by the coincidence of reported behavior with observed current behavior (e.g., driving habits), reported intentions to behave with observed future behavior (e.g., voting choices) or reported opinions about current community quality

with objective characteristics of the community (e.g., feelings of safety correlated with rates of crime). There is a body of scientific literature that has investigated the relationship between reported behaviors and actual behaviors. Well-conducted surveys, by and large, do capture true respondent behaviors or intentions to act with great accuracy. Predictions of voting outcomes tend to be quite accurate using survey research, as do reported behaviors that are not about highly sensitive issues (e.g., family abuse or other illegal or morally sanctioned activities). For self-reports about highly sensitive issues, statistical adjustments can be made to correct for the respondents' tendency to report what they think the "correct" response should be.

Research on the correlation of resident opinion about service quality and "objective" ratings of service quality vary, with some showing stronger relationships than others. NRC's own research has demonstrated that residents who report the lowest ratings of street repair live in communities with objectively worse street conditions than those who report high ratings of street repair (based on road quality, delay in street repair, number of road repair employees). Similarly, the lowest rated fire services appear to be "objectively" worse than the highest rated fire services (expenditures per capita, response time, "professional" status of firefighters, breadth of services and training provided). Resident opinion commonly reflects objective performance data but is an important measure on its own. NRC principals have written, "If you collect trash three times a day but residents think that your trash haul is lousy, you still have a problem."

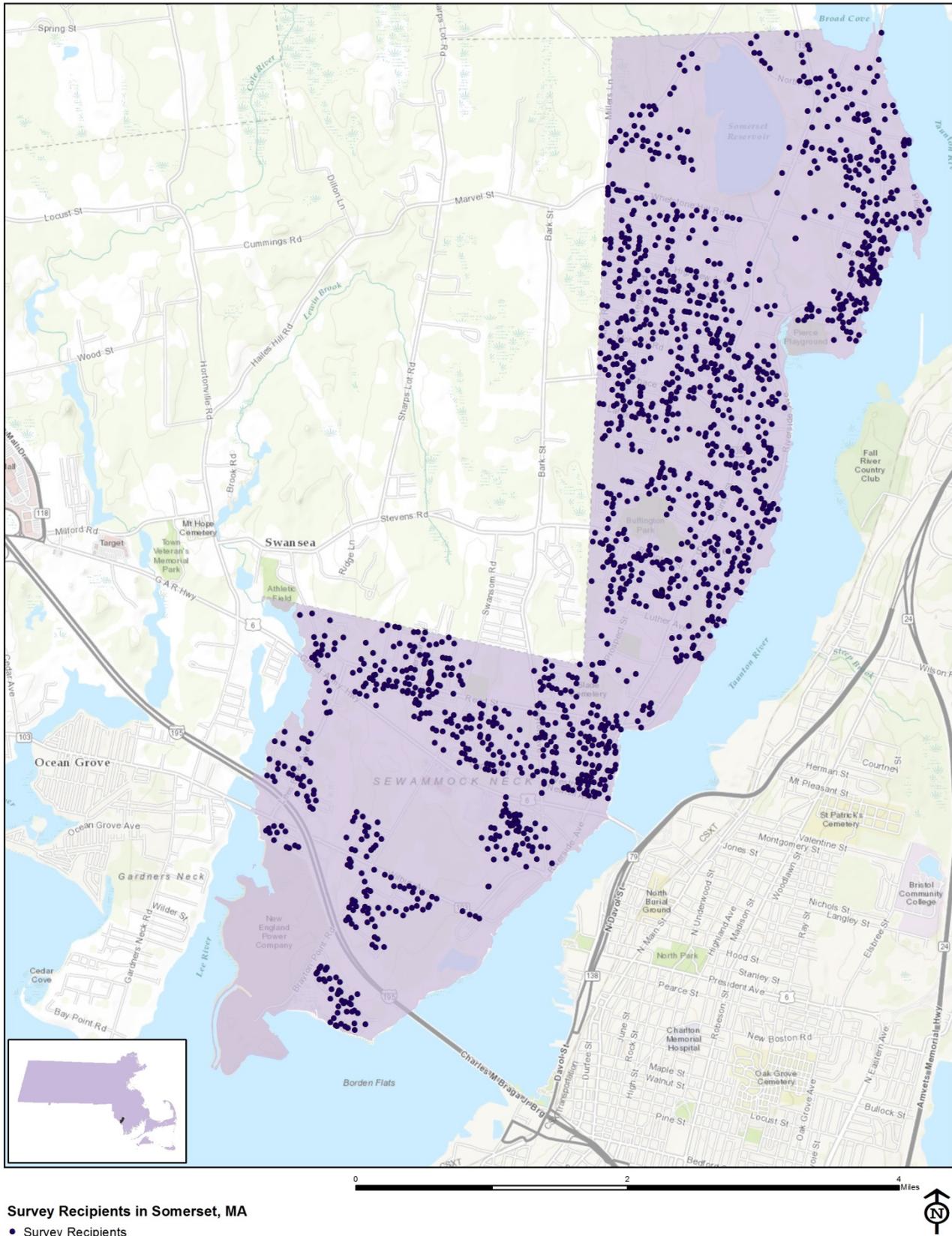
Selecting Survey Recipients

The 2017 administration of The NCS for Somerset utilized address-based sampling with online-only data collection. "Sampling" refers to the method by which households were chosen to receive the survey. All households within the Town of Somerset were eligible to participate in the survey. A list of all households within the zip codes serving Somerset was purchased from Go-Dog Direct based on updated listings from the United States Postal Service. Since some of the zip codes that serve the Town of Somerset households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file (updated on a quarterly basis) and addresses located outside of the Town of Somerset boundaries were removed from consideration.

To choose the 1,800 survey recipients, a systematic sampling method was applied to the list of households previously screened for geographic location. Systematic sampling is a procedure whereby a complete list of all possible households is culled, selecting every *Nth* one, giving each eligible household a known probability of selection, until the appropriate number of households is selected. Multi-family housing units were selected at a higher rate as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units. Figure 1 displays a map of the households selected to receive the survey. In general, because of the random sampling techniques used, the displayed sampling density will closely mirror the overall housing unit density (which may be different from the population density). While the theory of probability assumes no bias in selection, there may be some minor variations in practice (meaning, an area with only 15% of the housing units might be selected at an actual rate that is slightly above or below that).

An individual within each household was selected using the birthday method. The birthday method selects a person within the household by asking the "person whose birthday has most recently passed" to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the cover letter accompanying the questionnaire.

Figure 1: Location of Survey Recipients



Survey Administration and Response

Selected households received three mailings, one week apart, beginning on May 22, 2017. The first mailing was a prenotification postcard announcing the upcoming survey and included a URL to the web-based survey. The next mailing contained a letter from the Town Administrator inviting the household to participate with instructions directing the resident to complete the survey online using the provided URL. The first reminder letter also included the URL to complete the survey online. The second letter asked those who had not completed the survey to do so and those who had already done so to refrain from completing another survey. The survey was available in only English and completed surveys were collected online over the following six weeks.

About 5% of the 1,800 invitations mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 1,715 households that received the survey invitation, 543 submitted a survey online, providing an overall response rate of 32%. The response rate was calculated using AAPOR's response rate #2¹ for mailed surveys of unnamed persons.

Table 75: Survey Response Rate

	Overall
Total sample used	1,800
I=Complete Interviews	493
P=Partial Interviews	50
R=Refusal and break off	17
NC=Non Contact	0
O=Other	0
UH=Unknown household	0
UO=Unknown other	1,155
Response rate: $(I+P)/(I+P) + (R+NC+O) + (UH+UO)$	32%

Confidence Intervals

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents’ opinions are relied on to estimate all residents’ opinions.²

The margin of error for the Town of Somerset survey is no greater than plus or minus four percentage points around any given percent reported for all respondents (543 completed surveys).

For subgroups of responses, the margin of error increases because the number of respondents for the subgroup is smaller. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points.

Survey Processing (Data Entry)

NRC used Qualtrics, a web-based survey and analytics platform, to collect the data. Use of an online system means all collected data are entered into the dataset when the respondents submit the surveys. Skip patterns are programmed into system so respondents are automatically “skipped” to the appropriate question based on the individual responses being given. Online programming also allows for more rigid control of the data format, making extensive data cleaning unnecessary.

Completed surveys were stored “real-time” in an electronic dataset and assigned a unique identification number. A series of quality control checks are also performed in order to ensure the integrity of the web data. Steps may include and not be limited to reviewing the data for clusters of repeat IP addresses and time stamps (indicating

¹ See AAPOR's Standard Definitions here: [http://www.aapor.org/Standards-Ethics/Standard-Definitions-\(1\).aspx](http://www.aapor.org/Standards-Ethics/Standard-Definitions-(1).aspx) for more information

² A 95% confidence interval indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the “true” population response. This theory is applied in practice to mean that the “true” perspective of the target population lies within the confidence interval created for a single survey. For example, if 75% of residents rate a service as “excellent” or “good,” then the 4% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire community is between 71% and 79%. This source of uncertainty is called sampling error. In addition to sampling error, other sources of error may affect any survey, including the non-response of residents with opinions different from survey responders. Though standardized on The NCS, on other surveys, differences in question wording, order, translation and data entry, as examples, can lead to somewhat varying results.

possible duplicate responses) and removing empty submissions (questionnaires submitted with no questions answered).

Survey Data Weighting

The demographic characteristics of the survey respondents were compared to those found in the 2010 Census and American Community Survey estimates for adults in the Town of Somerset. The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the community. The characteristics used for weighting were housing tenure (rent or own), housing unit type (attached or detached), sex and age. No adjustments were made for design effects. The results of the weighting scheme are presented in the following table.

Table 76: Somerset, MA 2017 Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
Housing			
Rent home	18%	8%	17%
Own home	82%	92%	83%
Detached unit	80%	92%	81%
Attached unit	20%	8%	19%
Race and Ethnicity			
White	98%	97%	96%
Not white	2%	3%	4%
Not Hispanic	99%	99%	99%
Hispanic	1%	1%	1%
Sex and Age			
Female	53%	51%	53%
Male	47%	49%	47%
18-34 years of age	20%	7%	19%
35-54 years of age	37%	38%	37%
55+ years of age	42%	55%	44%
Females 18-34	10%	3%	10%
Females 35-54	19%	20%	20%
Females 55+	24%	28%	23%
Males 18-34	10%	4%	9%
Males 35-54	18%	18%	17%
Males 55+	18%	27%	21%

Survey Data Analysis and Reporting

The survey dataset was analyzed using the Statistical Package for the Social Sciences (SPSS). For the most part, the percentages presented in the reports represent the “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” “essential” and “very important,” etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month.

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in Appendix A. However, these responses have been removed from the analyses presented in the reports. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Appendix D: Survey Materials

Dear Somerset Resident,

It won't take much of your time to make a big difference!

Your household has been randomly selected to participate in a survey about your community. Please complete the survey online at:

bit.ly/SomersetMA2017

Thank you for helping create a better Town!

Sincerely,



Richard Brown
Town Administrator

Dear Somerset Resident,

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Thank you for helping create a better Town!

Sincerely,



Richard Brown
Town Administrator



Town of Somerset
Town Hall
140 Wood St.
Somerset, MA 02726

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Permit NO. 94



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Town Administrator
Town Hall-140 Wood St.
Somerset, MA 02726

Telephone (508) 646-2800 Fax (508) 646-2802

May 2017

Dear Town of Somerset Resident:

Please help us shape the future of Somerset! You have been selected at random to participate in the 2017 Somerset Citizen Survey.

Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. Your feedback will help Somerset make decisions that affect our Town.

A few things to remember:

- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **Please complete the survey online at:**

bit.ly/SomersetMA2017

If you have any questions about the survey please call 508-646-2800.

Thank you for your time and participation!

Sincerely,

Richard Brown

Town Administrator



Town Administrator
Town Hall-140 Wood St.
Somerset, MA 02726

Telephone (508) 646-2800 Fax (508) 646-2802

June 2017

Dear Town of Somerset Resident:

Here's a second chance if you haven't already responded to the 2017 Somerset Citizen Survey! **(If you completed it online, we thank you for your time. Please do not respond twice.)**

Please help us shape the future of Somerset! You have been selected at random to participate in the 2017 Somerset Citizen Survey.

Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. Your feedback will help Somerset make decisions that affect our Town.

A few things to remember:

- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **Please complete the survey online at:**

bit.ly/SomersetMA2017

If you have any questions about the survey please call 508-646-2800.

Thank you for your time and participation!

Sincerely,

Richard Brown

Town Administrator

The Town of Somerset 2017 Citizen Survey

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Please select the response (by circling the number or checking the box) that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

1. Please rate each of the following aspects of quality of life in Somerset:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Somerset as a place to live	1	2	3	4	5
Your neighborhood as a place to live.....	1	2	3	4	5
Somerset as a place to raise children	1	2	3	4	5
Somerset as a place to work.....	1	2	3	4	5
Somerset as a place to visit.....	1	2	3	4	5
Somerset as a place to retire	1	2	3	4	5
The overall quality of life in Somerset.....	1	2	3	4	5

2. Please rate each of the following characteristics as they relate to Somerset as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Overall feeling of safety in Somerset	1	2	3	4	5
Overall ease of getting to the places you usually have to visit	1	2	3	4	5
Quality of overall natural environment in Somerset.....	1	2	3	4	5
Overall "built environment" of Somerset (including overall design, buildings, parks and transportation systems).....	1	2	3	4	5
Health and wellness opportunities in Somerset	1	2	3	4	5
Overall opportunities for education and enrichment.....	1	2	3	4	5
Overall economic health of Somerset.....	1	2	3	4	5
Sense of community	1	2	3	4	5
Overall image or reputation of Somerset	1	2	3	4	5

3. Please indicate how likely or unlikely you are to do each of the following:

	<i>Very likely</i>	<i>Somewhat likely</i>	<i>Somewhat unlikely</i>	<i>Very unlikely</i>	<i>Don't know</i>
Recommend living in Somerset to someone who asks.....	1	2	3	4	5
Remain in Somerset for the next five years.....	1	2	3	4	5

4. Please rate how safe or unsafe you feel:

	<i>Very safe</i>	<i>Somewhat safe</i>	<i>Neither safe nor unsafe</i>	<i>Somewhat unsafe</i>	<i>Very unsafe</i>	<i>Don't know</i>
In your neighborhood during the day	1	2	3	4	5	6
In Somerset's downtown/commercial area during the day.....	1	2	3	4	5	6

5. Please rate each of the following characteristics as they relate to Somerset as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Traffic flow on major streets	1	2	3	4	5
Ease of public parking	1	2	3	4	5
Ease of travel by car in Somerset	1	2	3	4	5
Ease of travel by public transportation in Somerset.....	1	2	3	4	5
Ease of travel by bicycle in Somerset.....	1	2	3	4	5
Ease of walking in Somerset.....	1	2	3	4	5
Availability of paths and walking trails.....	1	2	3	4	5
Air quality	1	2	3	4	5
Cleanliness of Somerset	1	2	3	4	5
Overall appearance of Somerset	1	2	3	4	5
Public places where people want to spend time	1	2	3	4	5
Variety of housing options	1	2	3	4	5
Availability of affordable quality housing.....	1	2	3	4	5
Fitness opportunities (including exercise classes and paths or trails, etc.).....	1	2	3	4	5
Recreational opportunities.....	1	2	3	4	5
Availability of affordable quality food	1	2	3	4	5
Availability of affordable quality health care	1	2	3	4	5
Availability of preventive health services.....	1	2	3	4	5
Availability of affordable quality mental health care	1	2	3	4	5

6. Please rate each of the following characteristics as they relate to Somerset as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Availability of affordable quality child care/preschool	1	2	3	4	5
K-12 education.....	1	2	3	4	5
Adult educational opportunities	1	2	3	4	5
Opportunities to attend cultural/arts/music activities.....	1	2	3	4	5
Employment opportunities	1	2	3	4	5
Shopping opportunities.....	1	2	3	4	5
Cost of living in Somerset	1	2	3	4	5
Overall quality of business and service establishments in Somerset	1	2	3	4	5
Vibrant downtown/commercial area.....	1	2	3	4	5
Overall quality of new development in Somerset	1	2	3	4	5
Opportunities to participate in social events and activities.....	1	2	3	4	5
Opportunities to volunteer.....	1	2	3	4	5
Opportunities to participate in community matters.....	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds	1	2	3	4	5
Neighborliness of residents in Somerset	1	2	3	4	5

7. Please indicate whether or not you have done each of the following in the last 12 months.

	<i>No</i>	<i>Yes</i>
Made efforts to conserve water	1	2
Made efforts to make your home more energy efficient.....	1	2
Observed a code violation or other hazard in Somerset (weeds, abandoned buildings, etc.).....	1	2
Household member was a victim of a crime in Somerset	1	2
Reported a crime to the police in Somerset.....	1	2
Stocked supplies in preparation for an emergency	1	2
Campaigned or advocated for an issue, cause or candidate.....	1	2
Contacted the Town of Somerset (in-person, phone, email or web) for help or information	1	2
Contacted Somerset elected officials (in-person, phone, email or web) to express your opinion	1	2

8. In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Somerset?

	<i>2 times a week or more</i>	<i>2-4 times a month</i>	<i>Once a month or less</i>	<i>Not at all</i>
Visited a neighborhood park or Town park	1	2	3	4
Used Somerset public libraries or their services.....	1	2	3	4
Attended a Town-sponsored event.....	1	2	3	4
Carpooled with other adults or children instead of driving alone	1	2	3	4
Walked or biked instead of driving.....	1	2	3	4
Volunteered your time to some group/activity in Somerset	1	2	3	4
Participated in a club.....	1	2	3	4
Talked to or visited with your immediate neighbors.....	1	2	3	4
Done a favor for a neighbor.....	1	2	3	4

9. Thinking about local public meetings (of local elected officials like Town Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?

	<i>2 times a week or more</i>	<i>2-4 times a month</i>	<i>Once a month or less</i>	<i>Not at all</i>
<u>Attended</u> a local public meeting	1	2	3	4
<u>Watched</u> (online or on television) a local public meeting	1	2	3	4

The Town of Somerset 2017 Citizen Survey

10. Please rate the quality of each of the following services in Somerset:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Police/Sheriff services.....	1	2	3	4	5
Fire services	1	2	3	4	5
Ambulance or emergency medical services	1	2	3	4	5
Crime prevention	1	2	3	4	5
Fire prevention and education	1	2	3	4	5
Traffic enforcement.....	1	2	3	4	5
Street repair	1	2	3	4	5
Street cleaning.....	1	2	3	4	5
Street lighting.....	1	2	3	4	5
Snow removal.....	1	2	3	4	5
Sidewalk maintenance	1	2	3	4	5
Traffic signal timing	1	2	3	4	5
Bus or transit services	1	2	3	4	5
Garbage collection.....	1	2	3	4	5
Recycling.....	1	2	3	4	5
Yard waste pick-up.....	1	2	3	4	5
Storm drainage.....	1	2	3	4	5
Drinking water	1	2	3	4	5
Sewer services.....	1	2	3	4	5
Utility billing	1	2	3	4	5
Town parks	1	2	3	4	5
Recreation programs or classes.....	1	2	3	4	5
Land use, planning and zoning	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.).....	1	2	3	4	5
Animal control	1	2	3	4	5
Economic development	1	2	3	4	5
Health services	1	2	3	4	5
Public library services	1	2	3	4	5
Public information services	1	2	3	4	5
Cable television	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations).....	1	2	3	4	5
Preservation of natural areas such as open space, farmlands and greenbelts.....	1	2	3	4	5
Somerset open space.....	1	2	3	4	5
Town-sponsored special events	1	2	3	4	5
Overall customer service by Somerset employees (police, receptionists, planners, etc.).....	1	2	3	4	5

11. Overall, how would you rate the quality of the services provided by each of the following?

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The Town of Somerset.....	1	2	3	4	5
The Federal Government	1	2	3	4	5

12. Please rate the following categories of Somerset government performance:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The value of services for the taxes paid to Somerset.....	1	2	3	4	5
The overall direction that Somerset is taking	1	2	3	4	5
The job Somerset government does at welcoming citizen involvement	1	2	3	4	5
Overall confidence in Somerset government.....	1	2	3	4	5
Generally acting in the best interest of the community.....	1	2	3	4	5
Being honest.....	1	2	3	4	5
Treating all residents fairly	1	2	3	4	5

13. Please rate how important, if at all, you think it is for the Somerset community to focus on each of the following in the coming two years:

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>
Overall feeling of safety in Somerset	1	2	3	4
Overall ease of getting to the places you usually have to visit	1	2	3	4
Quality of overall natural environment in Somerset.....	1	2	3	4
Overall “built environment” of Somerset (including overall design, buildings, parks and transportation systems)	1	2	3	4
Health and wellness opportunities in Somerset	1	2	3	4
Overall opportunities for education and enrichment.....	1	2	3	4
Overall economic health of Somerset.....	1	2	3	4
Sense of community	1	2	3	4

14. Somerset’s Brayton Point Power Plant is closing and the Town is faced with difficult choices due to the loss of revenue. To what extent do you support or oppose an increase in property taxes to fund the following services:

	<i>Strongly support</i>	<i>Somewhat support</i>	<i>Somewhat oppose</i>	<i>Strongly oppose</i>
Schools	1	2	3	4
Police services.....	1	2	3	4
Fire/EMS services	1	2	3	4
Library services	1	2	3	4
Highway repair and snow removal	1	2	3	4
Parks and recreation services	1	2	3	4

15. Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about the Town government and its activities, events and services:

	<i>Major source</i>	<i>Minor source</i>	<i>Not a source</i>
Town website (www.townofsomerset.org)	1	2	3
Local newspaper (<i>Somerset Spectator, The Herald News, etc.</i>).....	1	2	3
Local radio station (i.e. WSAR, etc.).....	1	2	3
Town Council meetings and other public meetings.....	1	2	3
Cable access television	1	2	3
Word-of-mouth	1	2	3

16. In the last 12 months, about how many times, if at all, have you or other household had in-person, phone or email contact with the following Town offices?

	<i>2 times a week or more</i>	<i>2-4 times a month</i>	<i>Once a month or less</i>	<i>Not at all</i>
Town Clerk.....	1	2	3	4
Parks and Recreation.....	1	2	3	4
Board of Selectmen	1	2	3	4
Town Administrator.....	1	2	3	4
Treasurer/Tax Collector.....	1	2	3	4
Assessor	1	2	3	4
Highway Department.....	1	2	3	4
Fire/EMS.....	1	2	3	4
Police	1	2	3	4
Health Department	1	2	3	4
Animal Control	1	2	3	4
Solid Waste & Recycling.....	1	2	3	4
Veteran’s Affairs.....	1	2	3	4
Council on Aging	1	2	3	4
Building Department/Code enforcement	1	2	3	4

17. What was your overall impression of the employee(s) of Somerset in your most recent contact?

- Excellent
 Good
 Fair
 Poor
 Don’t know

The Town of Somerset 2017 Citizen Survey

Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

D1. How often, if at all, do you do each of the following, considering all of the times you could?

	<i>Never</i>	<i>Rarely</i>	<i>Sometimes</i>	<i>Usually</i>	<i>Always</i>
Recycle at home.....	1	2	3	4	5
Purchase goods or services from a business located in Somerset	1	2	3	4	5
Eat at least 5 portions of fruits and vegetables a day	1	2	3	4	5
Participate in moderate or vigorous physical activity	1	2	3	4	5
Read or watch local news (via television, paper, computer, etc.)	1	2	3	4	5
Vote in local elections	1	2	3	4	5

D2. Would you say that in general your health is:

- Excellent
 Very good
 Good
 Fair
 Poor

D3. What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:

- Very positive
 Somewhat positive
 Neutral
 Somewhat negative
 Very negative

D4. What is your employment status?

- Working full time for pay
 Working part time for pay
 Unemployed, looking for paid work
 Unemployed, not looking for paid work
 Fully retired

D5. Do you work inside the boundaries of Somerset?

- Yes, outside the home
 Yes, from home
 No

D6. How many years have you lived in Somerset?

- Less than 2 years 11-20 years
 2-5 years More than 20 years
 6-10 years

D7. Which best describes the building you live in?

- One family house detached from any other houses
 Building with two or more homes (duplex, townhome, apartment or condominium)
 Mobile home
 Other

D8. Is this house, apartment or mobile home...

- Rented
 Owned

D9. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?

- Less than \$300 per month
 \$300 to \$599 per month
 \$600 to \$999 per month
 \$1,000 to \$1,499 per month
 \$1,500 to \$2,499 per month
 \$2,500 or more per month

D10. Do any children 17 or under live in your household?

- No Yes

D11. Are you or any other members of your household aged 65 or older?

- No Yes

D12. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)

- Less than \$25,000
 \$25,000 to \$49,999
 \$50,000 to \$99,999
 \$100,000 to \$149,999
 \$150,000 or more

Please respond to both questions D13 and D14:

D13. Are you Spanish, Hispanic or Latino?

- No, not Spanish, Hispanic or Latino
 Yes, I consider myself to be Spanish, Hispanic or Latino

D14. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)

- American Indian or Alaskan Native
 Asian, Asian Indian or Pacific Islander
 Black or African American
 White
 Other

D15. In which category is your age?

- 18-24 years 55-64 years
 25-34 years 65-74 years
 35-44 years 75 years or older
 45-54 years

D16. What is your sex?

- Female Male

D17. Do you consider a cell phone or land line your primary telephone number?

- Cell Land line Both

Thank you for completing this survey. Please return the completed survey in the postage-paid envelope to: National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502



Town of Somerset
Town Hall
140 Wood St.
Somerset, MA 02726

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